

**LCS Financial
JOB DESCRIPTION**

Position Title: Client Services Liaison	Position Location: Centennial, CO
FLSA Status: Non-Exempt	Department: Client Services
Reports To*: Client Relationship Manager	Revised Date: 5/2/11

Summary of Position

The responsibility of the Client Services Liaison is to work in conjunction with the Client Relationship Manager and the Client Services department to perform the daily operations of the Client Services Department. This person will act as the first line of defense for the client and the LCSF collectors by providing customer support as required. Responsible for maintaining low to mid-level Client relationships as the point person to solve day-to-day issues by facilitating requests through internal departments and escalating issues as necessary to the Client Relationship Manager.

Primary Duties and Responsibilities

- Create and maintain day to day relationships with current low to mid level Clients
- Handling and resolving day to day Client requests
 - Collector and Client account level questions(Verbal & Email)
 - Settlement and short sale process
 - Assist with generating weekly and monthly reports directly related to Client/LCSF
 - Maintain and update Short Sale Matrix
 - Client account reconciliation
 - Account level accounting issues (remits/balancing)
- Act as liaison for Client and the LCSF collectors
- Act as a liaison between SNA and Client
- Facilitate resolution of issues and keep Director of Client Relations informed of any important situations- escalate client issues as necessary
- Assist Client Relationship Manager with new client set up
- Assist Client Relationship Manager with projects as necessary (including mass recalls, customize reporting needs, audits, etc.)
- Process incoming mail directly related to Client Services
- Maintain and update master client list
- Handle and complete any assigned projects

Skills & Qualifications:

- Must be able to multi-task
- Excellent verbal and written communication skills

- Proficient in Microsoft Office and Excel
- Ability to effectively communicate via phone and email
- Strong grammar and writing skills
- Ability to meet deadlines and multi-task;
- Effectively perform within a team;
- Demonstrate a willingness to ask questions to clarify and comprehend information;
- Communicate in an approachable manner and foster positive relationships with those in contact with this position;

Education & Experience:

College Degree Preferred

Salary Range: \$15 per hour

*Who this position reports to may be modified upon notice to the employee