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# Example of Customer Service Clerk Job Description

Our company is growing rapidly and is hiring for a customer service clerk. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer service clerk

* Provide top notch customer service to pre and post sale customers via e-mail and phone
* Conduct research into any customer service issues
* Review on-line excel database of customer feedback, track customer service concerns via database
* Liaise with eBay account representative and work through unwarranted or unjustified negative feedback on account
* Assist the eBay management team in the coordination of eBay sales initiatives, contests and/or promotions
* Assists in taking special orders for authorized merchandise, including items from mail order catalogs
* Assists in maintaining records and logs pertinent to customer service transactions handled keeping in a current status the catalogs and price sheets for authorized items
* 10-key experience is required (candidates will be tested)
* Ability to work most nationally recognized holidays (floating holidays will be offered in exchange)
* Solid people skills are a must, with emphasis on teamwork

## Qualifications for customer service clerk

* Interpersonal skills necessary to deal effectively and courteously and to change and relay information with diverse group of internal staff members limited number of external contacts
* Must be self-motivated and work well as a team player
* Must have previous customer service experience/Phone experience
* Must be comfortable in a high volume call center environment
* Retail grocery
* 1+ years of office, cashier, or banking experience