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# Example of Customer Service Clerk Job Description

Our company is searching for experienced candidates for the position of customer service clerk. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer service clerk

* Receive incoming customer phone calls, voicemail, email and letters
* Sort customer call issues, respond to inquiries, or direct to corresponding departments
* Create tracking methods to accurately and efficiently follow up on call issues
* Pull and sort data for various daily, weekly and monthly reports
* Data entry using Excel, Microsoft Word, and other in-house software
* Keyboarding by touch, minimum 50WPM
* Collect data from business partners to assist with reporting
* Other general administrative projects and duties as assigned
* Meet due dates and deadlines
* Complement the existing payroll clerk and assist in preparing payroll

## Qualifications for customer service clerk

* Thorough understanding of office management procedures
* Provide customer service (both internal and external) by responding to and directing telephone and in-person inquires in a friendly and professional manner
* Perform general clerical duties including sorting and filing of vehicle packages for incoming vehicles
* Update and enter new data (manually and/or electronically) in an accurate and timely manner, such as vehicle information, registrations and other documents
* Post registrations and repossession document charges to existing accounts
* Provide customers with bills of sales for purchase