Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-service-clerk>

# Example of Customer Service Clerk Job Description

Our company is looking to fill the role of 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

* Apply policy and procedures to cases when additional information is needed to determine eligibility
* Document all customer interactions and action taken
* Maintain professional communication and customer service with all stakeholders both verbally and written
* Use critical thinking to complete applications for the WFCAP program, in conjuction with Estate Recovery
* Assist in training of new program staff and others concerning WFCAP and Estate Recovery policy and process
* Work closely with high level department, Division and Bureau Managers, officials of other state agencies, federal officials, Legislators, lobbyists, professional organizations, Medicaid officials, and the Medicaid fiscal agent
* Handle inbound and outbound calls in a professional and courteous manner
* Maintain accuracy of data input for customer orders, pick-ups and other tasks
* Listen to customer needs and respond appropriately
* Resolve all problems and ensure satisfactory outcome

## Qualifications for customer service clerk

* Pleasant and professional
* College diploma preferred in related field
* 2+ years of administrative/clerical work experience in a professional office environment
* 2-4+ years of customer service experience (face-to-face) and Excellent Customer Service skills
* Healthcare or Insurance Billing experience is Required
* Need to have good computer skills and experience with MS Office