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# Example of Service Clerk Job Description

Our innovative and growing company is looking for a service clerk. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service clerk

* Monitor tool repair reports to maintain established repair delivery standards
* Assist on order handling, such as check item availability in system
* Takes special orders for authorized merchandise including items from mail order catalog
* Provides patrons with specific product information based on knowledge of manufacturer's catalogues and data obtained from company representatives
* Provides layaway services which include identifying items to be laid away determining, in accordance with prescribed policies and procedures, the amount of deposit required and schedule of payments
* Resolves customer complaints and is authorized to make refunds or adjustments for goods returned
* Takes orders in connection with the repair of items such as electrical appliances and gardening equipment
* Maintains appropriate records and logs relating to customer services transactions
* May be required to perform such duties as preparing chargebacks, maintaining number controls for documentation required by various exchange departments and requisitioning supplies needed for the store
* Follows proper product handling, preparation and packaging procedures

## Qualifications for service clerk

* Basic computer knowledge, Excel, Word
* Must have a minimum of three (3) years’ experience in customer service management
* 1 years of experience in a related capacity
* Good command of written English and spoken Chinese, Mandarin an asset
* Problem solving, data entry skills and receptionist skills will be helpful
* Education Requirements- High School Education