



# Example of Support Clerk Job Description

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

## Responsibilities for support clerk

- May be responsible for scheduling training or meetings
- Answer all in-coming phone calls and resolve problems
- Answer emails from customers and hub managers and resolve problems
- Late deliveries must be reported to the customer and all destinations with late deliveries must be called with their expected delivery times
- Complete reports for customers using Excel spreadsheets
- Track line hauls and communicate with line haul drivers
- Email line haul information to customers
- Support in all administrative tasks of Cash Allocation Team
- Phone contact with English speaking customers
- Preparing letters and document requests for mailing (titles, title out and letter of guarantee letters and lien release documents)

## Qualifications for support clerk

- Strong interpersonal skills including problem solving being able to communicate ideas, requests and requirements
- Two (2) years directly related experience
- Ability to deal tactfully with internal and external customers
- Able to sit for prolong periods of time
- Hand & eye coordination enough to use computer & phone
- Working knowledge of MS Excel, Word, SharePoint, or other office software