

Walmart Customer Service Associate Job Description

- Ensure proper organization of the store
- Respond to customer complaints and questions
- Contribute to the customer service experience
- Educate and enlighten customers on product prices and details
- Address challenges according to policies of Walmart
- Handle issues of return, exchange, and refund
- Treat customers with courtesy
- Help customers with locating items
- Adhere to safety procedures in ensuring the security and safety of customers within the store
- Ensure total satisfaction of customers during their shopping experience
- Ensure neatness of the store at all times
- Respond professionally to compliments and complaints from customers
- Ensure displaced merchandise are returned to their positions on the shelf
- Maintain a balance cash drawer
- Activate phone cards and gift cards
- Handle request for money orders
- Respond to phone, emails, and post from customers
- Troubleshoot sales inquiries
- Deal with customers through the telephone, electronic means, and face to face
- Give quick response to customers' inquiries
- Obtain all the necessary information to offer appropriate response to product and service inquiries
- Offer information on pricing and delivery

- Responsible for verification of customers and setting up of their accounts
- Responsible for processing forms, orders, applications, and requests made by customers
- Provide organized workflow to fit customer's timeframe
- Channel request and unresolved queries to the necessary department
- Take record of interactions and transactions with customers
- Keep record of inquiries, questions, comments, suggestions, and complaints from customers
- Make preparation for, and distribution of customer activity report
- Create customer database
- Work hand-in-hand with other internal department staff to resolve customers' complaints
- Offer training to newly hired customer service associates
- Offer view on the progress and challenges of the customer service department
- Understand the Walmart regulatory rules guiding a customer service associate
- Be abreast of all products and services of Walmart
- Identify areas for improvement in the operation of the store.