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# Example of BI-lingual Customer Service Job Description

Our company is growing rapidly and is looking to fill the role of bi-lingual customer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for bi-lingual customer service

* Acts as a role model/mentor to other team members
* Educate Customers on Bank Products and Services
* Provide quotes, processing orders, acknowledgements, Requests for Information [RFI]
* Coordinate communication to-and-from customer(s), including details related to product information, engineering, production, quality, test, shipping, service, warranty
* Assist customers by providing the highest level of service when submitting claims against their auto warranty
* Receive incoming calls from customers or service centers to resolve claim payment disputes, claim statuses, queries regarding warranty plans, and other auto-related general questions
* Research accounts and take proper action with incoming calls accounts in work lists according to policies and procedures
* Use proper telephone and email etiquette
* Set up budget plans, generate, print and mail agreement letter
* Forward to appropriate team(s) or market regarding refunds, financial assistance, bankruptcy, discounts, , in a timely manner according to procedure

## Qualifications for bi-lingual customer service

* Strong problem solving and decision making skills, ability to negotiate
* Strong client focused mind-set (ability to stay composed
* Ability to stay composed
* Bi-lingual (English and Spanish) highly preferred but not required
* Minimum of 6 months customer service experience preferred
* Ability to work both independently team environment