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# Example of BI-lingual Customer Service Job Description

Our innovative and growing company is looking for a bi-lingual customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for bi-lingual customer service

* Obtain verbal credit card payment information and immediately process via virtual terminal
* Assist in working returned mail and/or patient statements
* Correct and assist in resolving posting issues or forward to Manager, such as unassigned money, missing payment information
* Comply with HIPAA, PHI, Local and National Policies and Procedures
* Comply with LEARN continuing education as provided by CHI according to instruction
* Provides world-class customer service to existing and future customers by delivering services such as billing, credit and collections, service requests, energy efficiency and customer account management
* Receive high inbound call volume
* Accurately document, prioritize, and troubleshoot issues
* Provide phone, email, chat, social media based support as business dictates
* Provide exceptional customer service to customers in a multiple media formats, with professional maturity and grammatical skills

## Qualifications for bi-lingual customer service

* Associate’s Degree in an Engineering-oriented discipline is preferred
* Previous experience with business-to-business (B2B) customer support
* Knowledge of transformers and/or related power products
* Knowledge and skill in utilization of computer databases, applications, & systems
* Must be bi-lingual with English and Spanish
* Some data entry experience with high level of accuracy, attention to detail is a must