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# Example of Bilingual Administrator Job Description

Our company is searching for experienced candidates for the position of bilingual administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for bilingual administrator

* Interact with the Account Team, other ARI departments external parties to respond to driver inquiries, resolve issues and complete projects according to set deadlines
* Have a thorough understanding of your clients’ policies/parameters/profiles
* Proactively run exception reports on assigned portfolio to identify and resolve potential issues before they arise
* Adhere to ARI’s customer service standards
* Answer all incoming calls/emails and manage the day-to-day activity while addressing driver and client issues
* Effectively manage client and driver vehicle information, database updates, administration and client mail outs
* Become proficient on all relevant ARI systems, follow current processes, and adapt to system and process changes
* Anticipate potential problems and work to resolve them
* Exercise effective time management and prioritization practices
* Work cohesively with the Client Administration and Driver Administration teams, supporting the needs of the department for overall client satisfaction

## Qualifications for bilingual administrator

* Experience with SAP and previous translation experience (English/Japanese) are also highly desirable, but not required
* Prior Human Resources/Payroll experience
* Process and track LOA start and return dates
* Act in the best interest of all parties including the organization, maintaining a consistent and professional manner in all dealings
* Provides a warm welcome to residents and guest
* Register guest or vendor in our System (connect)