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# Example of Bilingual Associate Job Description

Our growing company is searching for experienced candidates for the position of bilingual associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for bilingual associate

* Provide exceptional service by acting as the point person for all Advisors service issues and working with the different business units to insure resolution in a timely manner
* Ability to obtain or give information in situations which require tact and diplomacy
* Must be able to respond to escalated issues and diffuse concerns in a professional manner
* Sharing of departmental duties in absence of peers
* Adherence to daily established service and quality standards
* Recognize and report Adverse Events using the appropriate forms
* Work directly with internal and external clients to request additional information or clarification as necessary
* Review patient information in database and ensure accurate documentation as per client needs
* Data entry of event information and pertinent details
* Reconciliation of event reports

## Qualifications for bilingual associate

* Working within a demanding environment, the role holder is involved in the full spectrum of work and/or issues dealt with by their team
* At least 1 year of experience in collections or at least 1 year of experience in a call center or at least 1 year of experience in customer service
* Fluent in English and fluent in Spanish
* MUST be fluently bilingual in English and French
* Some knowledge of Accreditation and Contracting requirements
* Understanding of the Advisor & MGA model