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# Example of Bilingual Associate Job Description

Our growing company is hiring for a 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

* Maintain personal volume log
* Research all "not in good order" requests from Assante advisors, assistants or Client services
* Communicate with Advisors, Assistants and Assante FSR representatives and necessary third parties via telephone, fax, letter or email
* Respond to queries Assante Mutual Fund Business Processing inquiries
* Completion of industry related courses (IFIC Sales, IFIC Operations, Canadian Securities Course) would all be considered strong assets
* Experience in a client services or call center environment and/or the Mutual Fund Industry is considered a strong asset
* Bilingual in English and French, written and verbal
* Receive requests from consumers and verify appropriate information included to process the requests
* Post inquiries to online files
* Generate printouts of consumer files and provide to associates responsible for mailing out disclosures

## Qualifications for bilingual associate

* Proven keyboarding skills with speed, accuracy and attention to detail
* Strong written communication skills and ability to concisely correspond with internal teams
* Ability to multi-task and manage high volumes of work
* Identify and action follow up questions to ensure all information is obtained
* Must be a positive, team player who understands their impact on the Customer Service Experience
* Bachelor’s degree in Business Administration, Technology or related discipline