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# Example of Bilingual Call Center Job Description

Our growing company is looking to fill the role of bilingual call center. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for bilingual call center

* Provide guidance and assistance to other representatives
* Answer incoming telephone calls promptly, courteously, and within established performance standards and criteria
* Ensure integrity of customer records by verifying and accurately entering customer information and completing necessary paperwork
* Meet all minimum standard sales performance requirements
* Demonstrate the ability to navigate through multiple computer systems
* Must possess strong communication skills including clear understandable telephone voice and ability to interpret information
* Observes, coaches and develops employee performance by clearly establishing and communicating performance expectations and standards of performance
* Determines strategies based on implications of routine quality assessment and monitoring of results
* Provides leadership and strategic direction to Contact Center personnel
* Achieves sales profitability and customer satisfaction objectives through promotion of value added services

## Qualifications for bilingual call center

* Punctuality/Consistent attendance is a critical success factor
* Call center experience a plus but not required
* Previous banking experience a plus, but not required
* Listen to a caller in Spanish, type/translate into English - requirement
* Fully bilingual English/Spanish or English/Vietnamese
* Bachelor’s degree or six (6) years of call center experience with HS Diploma or GED