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# Example of Bilingual Center Job Description

Our company is growing rapidly and is looking for a bilingual center. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for bilingual center

* Develop and implement strategies to accomplish departmental goals and Key Performance Indicators (KPIs)
* Interacts with upper levels of management and submits status reports, budget information, recommendations, and problem alerts
* Maintains a high level of job skills by attending and completing various seminars and training courses and reading appropriate literature, communicating this knowledge to others as required
* Employee answers inbound calls and key in the application information for the customer on the line
* Ability to multitask is very important for the success of these roles
* Employees will be utilizing 5 different internal systems
* Computer experience will help these candidates to be successful
* Accurately complete and submit all types of orders record notes to customer accounts to provide detaile account history
* Other related duties and projects as assigned to support the business
* Personal interaction with customers over inbound calls

## Qualifications for bilingual center

* Must be fluent in French (reading, writing, and speaking) with a preference for Canadian French
* One (1) year of personal computer experience
* Experience in a customer service call center, Health Connect, general computer skills Preferred
* Answer phone calls within prescribed time frame and promptly route calls to required destination
* Respond to callers in a professional manner that reflects highly of the hotel and brand
* Ensure calls are logged and follow up with guests to ensure total guest satisfaction