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# Example of Bilingual Center Job Description

Our growing company is looking to fill the role of bilingual center. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for bilingual center

* Receives, evaluates & answers incoming customer calls and digital communications in both English and Spanish in a timely and professional manner
* Able to utilize client website to relay information regarding schedules, routs and delays
* Accurately records key call and email details into the CRM system
* May work on customer inquiries independently or in conjunction with a Customer Service Supervisor
* Displays the ability to listen, translate and communicate verbally from Spanish to English in a fast paced environment
* Displays excellent written communication skills including the ability to read and write in both English and Spanish
* Able to identify, properly document and resolve or escalate consumer complaints as per client guidelines
* Ensures that data transmitted to client particularly for complaints fully and accurately describes the issue to be resolved
* Follows all safety and security procedures and notifies supervisor of potential hazards promptly
* Performs other duties as the business requires

## Qualifications for bilingual center

* Create and maintain accurate customer files
* Adhere to local, state and federal regulatory requirements
* Communicate any outstanding guest requests or issues to hotel management that may require additional monitoring or follow-up
* Assist with communications during an emergency or crisis situation
* Speak, listen, and use a keyboard to type or route messages, usually done while sitting down
* Fluent In Spanish/English Is REQUIRED