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# Example of Bilingual Customer Care Job Description

Our company is hiring for a bilingual customer care. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for bilingual customer care

* Process various customer related tasks relating to Lost/Stolen Cards, forgotten PINs, chargebacks, disputes, potential fraud
* Required to meet or exceed individual sales objectives, meet or exceed customer care commitments, research and follow-up of issues for customers
* Clearly and accurately assist customers by taking inbound calls
* Cultivate and enhance our customers’ experience
* Exceed customer expectations by understanding what is important to each customer
* Research, resolve, and document issues
* Model and maintain a professional, friendly, respectful, courteous and helpful Customer Care demeanor
* Prepare professional and accurate written correspondence as needed
* Respond quickly, professionally, and accurately to all customer inquiries
* Work in a team environment understanding the goals and objectives for the department

## Qualifications for bilingual customer care

* Solution driven with strong attention to detail, in addition to strong ability to organize and prioritize
* Exceptional ability to connect and engage people
* Ability to multi task and identify opportunities
* You will report to a Frontline Leader
* Financial Card (ATM, Visa, ) customer service experience a strong plus
* Internal Candidates must be in good standing with attendance and performance