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# Example of Bilingual Customer Care Job Description

Our growing company is searching for experienced candidates for the position of bilingual customer care. 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 customer care

* Resolve technical issues related to customer accounts, billing, and products, while navigating through multiple systems
* Processes caller transactions accurately and within established Contact Center time standards
* Efficiently utilizes on-line reference materials to provide accurate and timely information and counsel to customers
* Special projects as assigned, which may require time and work outside of answering or making phone calls
* Adapting to constant change, program offerings, computer tools, process changes
* Participates in the development of medical information documents (questions and answers or standard responses to questions, ), as assigned by the Manager
* Contact internal departments to clarify and gather information to respond to customer inquiries
* Make final decision regarding expense of promotional dollars on behalf of the client
* Creating Warranty Orders for all repair parts requested – performing follow-up with shipments, damaged product, and missing shipments
* Strengthen clients’ brands by responding to customer inquiries, processing requests, resolving complaints, and always striving to surpass expectations

## Qualifications for bilingual customer care

* Bilingual Spanish and English · Customer service experience (call center / person) · Preferred Credit Card experience either in a bank or call center environment · Must be positive and have a great attitude
* MUST be 100% Spanish/English Bilingual
* Detail oriented and able to work independently with little supervision, working effectively in a team environment
* Class Schedules for 2017 coming soon
* Call center is open from 6 a.m
* Must fluently speak and write English AND Spanish