Downloaded from <https://www.velvetjobs.com/job-descriptions/bilingual-customer-service-rep>

# Example of Bilingual Customer Service Rep Job Description

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

## Responsibilities for bilingual customer service rep

* Respond and service customer inquiries to provide respectful, knowledgeable, helpful, and convenient service for customers for all aspects of automotive finance for Retail contract and Lease products
* Comply with all HCA operating policies and procedures the company’s Zero Tolerance Policy with regard to information safeguards, ethics and harassment
* Use standard technology to complete assigned tasks necessary to perform the job at the minimum acceptable level
* Handles customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism
* Receives and processes customer sales orders including obtaining required information from the customer
* Monitors status of open orders, confirms shipping dates, communicates problems and delays to customers, enters order changes into the computer system and advises shipping and planning as required
* Monitor, review, and maintain Consignment Stock and/or Vendor Managed Inventory programs
* Processes and coordinates returns and replacement orders for materials damaged in transit or rejected by customers, including communicating with customers and company personnel while completing required documentation
* Responds to customer inquiries and complaints, answering customer questions and involving other company personnel as required
* Serves as liaison between customers and other internal DSM employees to include field sales, product managers and supply chain management team

## Qualifications for bilingual customer service rep

* Demonstrated ability to de-escalate issues and smooth volatile situations
* Proficiency in Microsoft Excel, Outlook & PowerPoint
* French language skills verbal and written
* Ability to make decisions with minimal supervision and handle a high volume of emails and paperwork
* Stationary position (sitting) for more than 85% of scheduled workday (8 hours)
* Viewing multiple computer screens for more than 95% of scheduled workday (8 hours)