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# Example of Bilingual Customer Service Rep Job Description

Our innovative and growing company is hiring for a bilingual customer service rep. 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 service rep

* Maintain a minimum of 85% of daily average case volume in the Service Cloud of Customer Solutions Sales Team
* Maintain a minimum of 98% "error free" cases
* Order Entry and Order Confirmations
* Pricing Issue follow-ups
* EDI/GHX Order Management
* Credits and Return Requests
* Order inquiry requests
* End of day Sales reporting
* Chemical Invoicing o Integration Order updates
* Pending Approval order follow-up

## Qualifications for bilingual customer service rep

* Bi-Lingual English/Spanish or English/Korean is highly desirable
* Six (6) months to two (2) years customer service experience is required
* High volume call center experience is preferred
* Auto Finance industry experience is highly preferred
* High School education required, at least two years of college preferred
* Experience with handling beneficiary and provider telephone inquiries preferred