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# Example of Bilingual Customer Support Job Description

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

## Responsibilities for bilingual customer support

* Additional Responsibility as Level II
* Run minor reports as required
* Document product concerns
* Is required to remain current on new developments and changes through ongoing circular, e-mail, manual review
* Provide exceptional customer service when receiving inbound phone calls and emails from end-customers, vendors and employees
* Work with team to analyze trends and communicate resolutions to inquiries, escalating issues to Supervisors and/or Managers as needed while continuously improving operations and suggesting process and system enhancements
* Apply knowledge of Procure to Pay and Order to Cash in identifying account discrepancies and/or reconciling statements, working with other departments to achieve proper resolution in prescribed timeframes
* Ensure back-up documentation and invoice totals are accurate prior to processing, with consideration to payment terms and cash discounts making necessary adjustments as required
* Provide proactive customer communication via phone, chat, or email when necessary
* Handle a high volume of inbound phone calls, emails and live chat, providing high quality customer service

## Qualifications for bilingual customer support

* Business level proficiency in English & Japanese is required
* Effective verbal and written communication skills in English & Japanese is required
* Prior knowledge of transaction banking and financial products is a plus
* Clinical laboratory testing, medical front or back office, phlebotomy or similar experience required
* Passing score on data entry assessment required-3,000+KPH and 5% error rate or less
* This position will require you to acquire a temporary Pharmacy Tech License through the State Pharmacy Board (no test required for temp license)