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# Example of Bilingual Customer Support Job Description

Our growing company 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

* Handle up to three additional call types upon completion of additional call type training
* Maintain familiarity with up to 15 systems and applications in order to research inquiries
* Create sales referrals that include detailed prospect and product information for sales team review
* Answer questions and overcome customer objections in order to close sales leads
* Complete new hire and up to three additional call type training classes
* Complete up to three soft skills and/or call center-related eLearning classes
* Actively participate in monthly coaching sessions with the Quality Assurance team
* Recognize and communicate the need for potential additions to current policies and procedures
* Manages day to day operations of a group of specialist level roles within support, including work direction and guidance
* Acts as a customer champion by being a positive role model to the team and the organization and inspiring the team to meet and exceed customer expectations in each and every one of their interactions

## Qualifications for bilingual customer support

* Have a strong knowledge of the Italian region and culture, 4 plus years of recent in country experience is a plus
* Minimum of 2 years experience preferred in customer service, preferably in the medical device or similar industry
* Experience in a service repair environment preferred
* Experience with JDE or SAP an asset
* Strong working knowledge of Microsoft Office desired
* Motivated, results oriented and persistent