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# Example of Bilingual Customer Support Job Description

Our company is growing rapidly and is hiring for a bilingual customer support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for bilingual customer support

* Drives initiatives to build a culture of leadership, high performance, and continuous improvement, support the achievement of the various department objectives
* Works closely with other departments and representatives to build, reinforces and maintain existing business and relationships
* May work cross-functionally to define new solutions or procedures (i.e UAT testing for releases)
* Assists in scheduling and coordinating team activities, including the management of workflows and procedures
* Manages the reporting of key performance metrics
* Handles general escalated and unsolved issues
* Provides guidance and direction to less experienced team members
* Recognizes and recommends areas needing improvement by discussing with manager
* Interact directly with external customers for complex issues and/or work escalated from team members
* Ability to find solutions

## Qualifications for bilingual customer support

* Strong writing and conversational skills in English and Spanish
* Have a strong knowledge of the German region and culture, 4 plus years of recent in country experience is a plus
* Strong writing and conversational skills in English and German
* Must maintain a positive attitude and works well within a team environment
* Handles stressful situations in a fast paced environment is a must
* Effectively prioritizes workload time management