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# Example of Bilingual Customer Support Job Description

Our 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

* Provides input and identification of training gaps
* Primary back up when manager is unavailable
* Considered a subject matter expert in support
* Support client on Expense Management & Travel Requests
* Ensure client issues are escalated in the correct manner per the documented escalation processes
* Answers inbound calls from drivers, merchants, fleet managers
* Assists customers with billing questions, payments, and invoices
* Resolves customer issues in a timely manner
* Troubleshoots and assists customers with online inquiries
* Performs account maintenance while ensuring proper security measures are met

## Qualifications for bilingual customer support

* Strong writing and conversational skills in English and Dutch
* Ability to problem solve and make decisions and ability to interact with internal and external customers of all levels is necessary
* Ability to work flexible hours is necessary
* Provide quick response to customer /consumer needs in order to maximize customer satisfaction, Provide alternative model to resolve customer needs quickly
* Cancellation of Orders - Cancel orders upon request to ensure orders do not ship
* Fully Bilingual in English & French