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# Example of Bilingual Supervisor Job Description

Our growing company is hiring for a bilingual supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for bilingual supervisor

* Assure service level standards are met
* Monitor system performance and initiate actions to correct system problems
* Conduct agent observation and provide feedback
* Assist in the development and tracking of employee incentive programs
* Ensure completion of departmental duties/task in the absence of subordinates/co-workers
* Ensures proper scheduling for 24x7 real-time customer support operations across social media platforms for tens-of-thousands of monthly interactions with the company's customers
* Coordinate with clients and agencies on priorities, collateral available to incorporate on website
* Downloads daily delivery confirmation from driver's MPOD
* Provides direction to drivers on specific objectives and measures day-to-day goals and results
* Monitors and ensure inbound queue coverage at all times

## Qualifications for bilingual supervisor

* Experience in supervisory capacity of Call Center or Customer Interaction Agents
* Excellent time management and problem solving abilities are required for success, the ability to use good judgment and make sound decisions
* Or government agency environment
* BA/BS in public relations, communications, marketing, journalism or a related field
* Must be media-savvy and able to thing strategically about issues and message development
* Media relations experience is a must