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# Example of Bilingual Support Specialist Job Description

Our growing company is hiring for a bilingual support specialist. 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 support specialist

* PC skills (MS Office, Internet and other appropriate technology skills)
* Escalating issues to the ESC Lead for resolution
* Assisting with "Welcome" and "InTouch" calls
* Assisting with message call backs
* Handling other miscellaneous administrative duties
* Assist in executing and maintaining any mailed or emailed transition communications
* Creating or updating patient records for transitioning customers
* Enter any new persons or organizations into a database and maintain existing accounts
* Placing first orders for transitioning customers, provide eStore information for future purchases
* Calling out to customers who have not responded to mailed or emailed communications

## Qualifications for bilingual support specialist

* Provide administrative support such as retrieving voicemails, managing an email inbox, mailing letters, and retrieving invoices
* Process and maintain incoming faxes and emails utilizing a document management system
* Support daily inside sales operations and identify new sales opportunities
* Perform simple reporting and utilize reports to track task completion
* This position assumes and performs other duties and assignments as required by department
* Typically requires less than 1 year related experience