



# Example of Bilingual Account Manager Job Description

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Our company is looking to fill the role of bilingual account manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for bilingual account manager

- Proactively participate in the up-selling and raising awareness of various Lines of Business
- Prepare management reports that track adherence to standard operating procedures and review results with clients on a regular basis
- Develop and maintain functional knowledge of the products, services and operations offered and actively participate in product training sessions
- Interact regularly with local management and develop close and cooperative working relationships with operational staff to ensure the customer's needs are met
- Receives and processes various documents for accuracy, which requires operational knowledge of customers, carriers, and procedures
- Enters various operational/customer data in software systems and applications, works to identify missing or potential operational or service concerns, and communicates with appropriate groups as necessary to resolve
- Utilizes databases, logs, and other sources to locate and verify information
- Addresses various internal and external customer questions and concerns regarding shipments, billing, status, services, carriers, and other needs
- Prepare and deliver customer quotes and identify new solutions for customers
- Secure and grow profitable diesel/ tire/ light mechanic/ factoring business with both existing customers and new prospects

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- Experience in managed care industry
  - Established community contacts in Boston, MA
  - Staffing industry experience is preferred by not required
  - Must have interviewed, hired, coached and trained others
  - Work with Dart field sales personnel involving sales requests for competitive pricing, contract and bid pricing, and other product pricing issues
  - Analyze information provided by Dart field sales personnel pertaining to competitive products, competitive prices, and related terms and conditions of sale