



# Example of Bilingual Customer Service Job Description

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

## Responsibilities for bilingual customer service

- Identifies-and-resolves-the-customers--issues-and-anticipates-future-needs-by-explaining/suggesting/providing-additional-information-that-the-customer-needs-to-know
- Navigates-in-a-Windows-based-system-through-a-series-of-databases-in-order-to-access-the-appropriate-information-to-service-the-customer
- Identifying opportunities for improvement within our current Customer Service practices and systems
- Ensuring accuracy of documents and fulfilling client requests
- Processing numerous certificate requests
- Working with clients daily to provided great customer service
- Provide literature to Sales Representatives customers
- Maintain accurate electronic records of information regarding patient and program registrations, patient data, laboratory alerts, and requests for further information
- Edit, enter and modify customer orders in the business operating system in an accurate and timely manner, as required
- Make all necessary modifications and updates in the business systems to support all company processes

## Qualifications for bilingual customer service

- Ability to attend a 8-10 week training
- Minimum of 1 year in a clerical or customer service related role or equivalent

- Must have previous Live Chat experience or have sent out emails to customers before
- A minimum of two years customer service experience where one-on-one problem resolution was demonstrated, and/or two years of non-sales call center experience
- Able to communicate fluently and professionally in Spanish and English