



Example of Bilingual Customer Service Job Description

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Our innovative and growing company is looking for a bilingual customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for bilingual customer service

- Answer in-coming phone calls from members and perform associated tasks dependent upon product/program
- Follows-up to customer inquiries regarding orders, shipment tracing, returned goods
- Provide support to all service activities and sales management required to achieve the strategic goals and revenue objectives of the corporation
- Order entry and order / project management of commercial transactions, for a sales force of approximately 24 account executives
- Client liaison and follow up activities with end-users, specifiers, dealers, and related parties
- Support our sales administration process, including coordination of production and purchasing of finished goods material, logistics support for client deliveries, and credit communication support
- Use of computerized order processing system, inventory systems, and related computer applications (Microsoft Word, Excel, Lotus Notes)
- Monitor customer service effectiveness, the frequency of operational faults
- Provide customer service to internal departments
- Rise to the challenges and changes of document processing along with maintaining a positive attitude and professional work ethic

Qualifications for bilingual customer service

- Available to work different shifts such as days, evenings, weekends and holidays (Call Center Hours of Operation are Monday to Friday, from 7 a.m
- Ability to explain a situation and to give advice
- Ability to work independently to meet deadlines, in a team oriented approach to accomplish goals
- Must be fluent in English and Spanish (written and verbal)
- Ability to process paperwork and client requests