



# Example of Bilingual Customer Service Job Description

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Our innovative and growing company is looking for a bilingual customer service. 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 customer service

- Primarily inbound calls, but outbound call may be needed
- Work with Team Leader and other representatives to become familiar with various departments in the company in order to meet the goal of answering as many first call resolution cases as possible
- Interacts with accounting department personnel to ensure that inquiries routed to them are answered promptly and completely
- Post-Secondary Education or 5 years equivalent work experience
- Minimum 2 years related customer service or industry experience
- Working knowledge of Microsoft Office and manufacturing operating system (AS400) is an asset
- Process international customs documents
- Process returns and credits
- Handle customer emails
- Handle complaints, provide appropriate solutions and alternatives within the time limits

## Qualifications for bilingual customer service

- Previous experience with banking systems Commercial Loans and Treasury Management a plus
- Proficient in Spanish and English - reading and conversing

- English) with proficiency in both verbal and written communication is mandatory
- Highly developed interpersonal skills, and ability to perform a variety of administrative service functions