



# Example of Bilingual Customer Service Job Description

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Our company is searching for experienced candidates for the position of 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

- Update and maintain database information
- Organize boarding and quarantine arrangements
- Identify expenses associated with each move and ensure estimates are thorough and reflect the needs of the project
- Provide billing to customers and clients
- Build and sustain strong member relations through attentive detail in handling member requests and inquiries and volunteer interaction
- Serve as staff liaison to client member committees
- Coordinate and maintain financial projects, membership dues, registration and AP/AR
- Plan and handle logistics for exhibit appearances at several trade shows each year
- Resolves inbound and makes outbound service calls regarding routine collateral protection insurance coverage questions, inquiries and/or problems on the status of insurance on loans made by borrowers/members, financial institutions and insurance agents by researching, verifying, updating loan insurance information and documenting the affected account's history file
- Responsible for meeting or exceeding quality expectations to ensure customer satisfaction

## Qualifications for bilingual customer service

- You are smart and tech savvy
- You have demonstrated that you will be at work when scheduled
- You have received a High School Diploma or equivalent
- Capacity to maintain a customer focus in challenging circumstances and with high call volumes
- 120 calls per shift