Example of Bilingual English / Spanish Job Description

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Our company is growing rapidly and is hiring for a bilingual english / spanish. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for bilingual english / spanish

- Communicate with consumers by telephone and approved written correspondence to attempt to bring resolution to unpaid accounts
- Counsel delinquent consumers to assist in finding funds to meet their payment obligations
- Performs a range of transportation demand management, marketing and outreach tasks aimed at enhancing opportunities for individual travelers, commuters, and/or students to utilize non-drive-alone means of transportation, including carpooling, vanpooling, public transit, bicycling, walking, teleworking, and other options
- Track the employer relationship and activities over time, by utilizing SalesForce.com, Microsoft Outlook and Microsoft Excel
- Manage the Freight Helpdesk by answering all inquiries, tracking claims and credits a in a timely and effective manner
- Purchase and supports shipping and warehousing services for client accounts across the company
- Respond to client shipping and fulfillment inquiries and coordinates with freight and warehousing vendors
- Provide support for logistics vendor accounts to include the set-up of new users/suppliers, and the discontinuation of terminated users
- Evaluate statements from freight carriers and logistics providers to confirm all invoices have been received
- Reviews freight invoices and reports for accuracy and completeness prior approval

- 1-2 years client service experience preferred
- Motivated to learn about the securities industry including the basic principles of equity, option and mutual fund transactions
- Desire to provide an exceptional client experience
- Desire to work in a collaborative, team based culture
- Ability to identify client needs and offer solutions in a proactive manner
- Must display strong organizational and problem solving skills