



Example of Bilingual Specialist Job Description

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Our growing company is hiring for a bilingual specialist. 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 specialist

- Evaluate/approve/pay claims up to pre-approved limit dependent on products serviced
- Drive compliance with relevant Sales processes, independently process routine day-to-day business issues (such as project data integration, regulatory oversight of the sales projects, MO process execution,) involved in executing sales projects
- Responsible for the creation & maintenance of content such as case studies and value propositions
- Support marketing and sales with sales programs and incentives
- Make outbound collection calls to customers and influence customers to make payments on the past due account
- Verify customer account information and update as necessary
- Provide Spanish translation service to facilitate communication with Spanish-speaking customers for other associates
- Conduct basic skip-tracing on delinquent accounts
- Assist new associates to the team through training and peer mentoring
- Set up and maintain retained Pay & Sell accounts

Qualifications for bilingual specialist

- The ideal candidate must have the IFIC Sales/ Operations or CSC designation or relevant experience
- Ensure high quality candidates are sourced and submitted in a timely manner

- If candidates are not selected, debrief with hiring manager and assessors to gather constructive feedback
- Supervisory or other leadership experience preferred
- 1 years of experience in customer service, sales or call centre (an asset)