



Example of Bilingual Specialist Job Description

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Our growing company is hiring for a bilingual specialist. 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 specialist

- Makes outbound contact to existing and prospective customers to identify sales opportunities, promote relevant marketing/sales promotional programs and initiate the sales process
 - Responsible for entering and maintaining lead data into our customer relationship management database
 - Respond to phone and email inquiries regarding donor contact procedures and pending results
 - Track and follow-up on documentation related to the screening process, handle information with discretion, and ensure documents are provided to the MRO Vendor in a timely manner
 - Resolve questions, inconsistencies, or missing information as required
 - Prepare and sort source documents, identify and interpret calling required and data to be documented
 - Enter data from source documents into computer following each action taken, and enter necessary codes to represent the action
 - Compile, sort, and verify accuracy of all donor information in the review process
 - Request documentation from vendors, clinics, or clients as required to complete the transaction
 - Provide translation assistance where needed, including via phone and/or written documentation
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- University/College graduate or equivalent
- **Fluency in French is mandatory for the successful candidate**
- Provide immediate response and assistance to customers and internal business partners
- Keep up to date on all policy and procedure updates and changes
- Respond and resolve all elevated customer concerns professionally
- Contribute positively to the overall goals of the business