



Example of Bilingual Support Specialist Job Description

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Our growing company is looking for a bilingual support specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for bilingual support specialist

- Projects as assigned by Sales Administration Supervisor
- Handle administrative tasks including expense reimbursement reports, answering phones, making copies/sending faxes, scheduling appointments, coordinating large mailings, managing academic records and transcript requests, and coordinating meetings
- In a professional, respectful manner, create a welcoming environment for the public (over the telephone, in person in the lobby, at the counter and by written correspondence) by exploring the purpose of the contact
- In a manner that preserves the dignity of the individual/family, depending on the purpose of the contact, identify and explain the service/programs and processes of the local resources, agency and district
- Explain rules, policies, procedures, programs, requirements, support and expectations
- Schedule interview, home visit, referral appointments
- Provide forms to customers to apply for or receive services either from SSP or a contract/community partner
- Review applicant documents for completeness (including needed verification), for TANF, ERDC and SNAP to ensure all questions have been answered
- Makes copies of required documents on behalf of customers when appropriate
- Provide customer service and technical support for customers

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- Customized customer facing reports
 - Process a high volume of requests
 - Provide administrative support on all levels to include creating memos, handling correspondence and other documents as necessary, filing/scanning
 - Assigned administrative tasks for activities that include but are not limited to developing/enhancing key presentations, listing forms, data entry, certifications, support inside sales program
 - Prepare proposals and price lists
 - Maintain floor stocking agreements for end user accounts, and adjust forecasts as required