



Example of Customer Service Representative Bilingual Job Description

Powered by www.VelvetJobs.com

Our company is searching for experienced candidates for the position of customer service representative bilingual. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service representative bilingual

- Manage several trade class customer accounts
- Investigate, analyze and resolve all customer inquiries/requests within required time frames
- Process customer returns and claims in TCDMS
- Handle distribution issues with Third Party Logistics (UPS) to ensure customer receives order on time and make arrangements for drop ships when required
- Process Warranty & Non-Warranty Returns and communicate the approval/denial of these returns to the account
- Create Credit Notes & Return Authorizations
- Issue Return Labels and schedule pickups
- Resolve dealer-shipping errors
- Familiarization with all dealer sales and promotions
- All aspects of customer order management including quoting, entering, expediting, and modifying customer orders

Qualifications for customer service representative bilingual

- Bilingual in the Spanish language required
- Basic computer skills needed with MS Word and Outlook
- Minimum 3 years in a C.S
- Maintain level of product knowledge, order management system
- Manage Inbound and Outbound calls from customers

