



# Example of Customer Service Representative Bilingual Job Description

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Our growing company is looking to fill the role of customer service representative bilingual. 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 customer service representative bilingual

- Interfaces with other departments to resolve customer inquiries and achieve customer satisfaction
- Respond to customer inquiries on store credits (shorts, overages, damages, returns, mispicks)
- Coordinate store returns to appropriate Distribution Centres
- Receive and input credit data from stores (in SAP), according to policy
- Investigate store claims to determine root causes
- Complete all Distribution Center credit investigations
- Staff the Ontario Call Centre, managing and resolving store inquiries and maintaining daily call logs
- Generate daily and weekly summary reports for analysis
- Enter invoice information into database and spreadsheets with accuracy and speed
- Gather necessary information from customers to process invoices

## Qualifications for customer service representative bilingual

- Must be able to speak, read, and write fluently in both English and Spanish
- Responsible to make wellness calls to current accounts in Latin America in Spanish and English
- Handle about 60-70 daily outbound calls to current accounts and potential

- Handle medium data input and high telephone usage
- Promote additional service by providing accurate information to existing and potential customers