



Example of Customer Service Representative Bilingual Job Description

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

- Monitor actions to ensure goals are met
- Dispose accounts in a timely manner
- Remain HIPAA Compliant
- Process every order received for accuracy, ensure any special details or instructions are carried out to ensure total customer responsiveness (SAP, Online web portal, sample & promo literature order portal)
- Manage a wide variety of customer accounts
- Process customer returns in SAP and claim FSCM
- Handle distribution issues with Third Party Logistics (UPS) to ensure customer receives order on time and makes arrangements for drop ships when required
- Initiate and authorize claims, registration of credit card information, click and print coupons, processing of Lost and Stolen claims and initiate the Fraud Resolution process
- Provide back-up support for retention efforts
- Research and resolve internal payroll cases created in our internal system and via phone calls by individuals in the field and internally in a friendly, professional manner and adherence to department policies, guidelines and SLA

Qualifications for customer service representative bilingual

- Ability to multi-task (i.e., talk & type) in a fast-paced, performance-metric-driven environment
- Bilingual candidate with focus in Spanish
- Self-motivated with a drive for excellence in every aspect of performance
- Communicate clearly and professionally both in oral and written forms
- High level of comfort when dealing with technical information