



Example of Customer Service Representative Bilingual Job Description

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Our company is growing rapidly and 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

- Provide call completion and/or alternate solutions for the caller
- Deal with all customer calls, despite the degree of difficulty, in a courteous and business-like fashion
- You demonstrate ability to communicate clearly in both written and oral format Maintain all patient confidentiality
- Inbound customer service that may require follow-up, sending forms and letters and adheres to policies and procedures
- Multitasking with multiple systems and tools to meet the established goals and objectives
- Becoming an internal stakeholder in the future of our organization through making suggestions and participating in the process to continually improve the way we provide customer service
- Places high volumes of equipment orders by obtaining customer information (checking customer account or obtaining credit application for new customer)
- Secures equipment by checking availability of equipment with shop (performs research to determine when unavailable equipment will become available)
- Administers rental contracts (new and existing) including on and off rental dates, rates and all ancillary charges, amendments, suspensions (ensuring prompt collection of equipment), terminations (ensuring all ancillary charges are made), filing of contracts and related paperwork, and checking invoices and credit memos against contract files
- Supports sales and marketing efforts by performing prospecting calls,

as a liaison for marketing in respect to product promotions and frequent renter programs

Qualifications for customer service representative bilingual

- Excellent ability to multi-task and attention to detail
- Good decision making skills with the ability to impact the company in a positive manner
- Must be bilingual (fluent in Spanish and English)
- Must have strong analytical, problem resolution, and critical thinking skills
- Must be bilingual, demonstrating the ability to speak both English and the target language
- Bilingualism (oral and written)