



Example of Customer Service Representative Bilingual Job Description

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Our company is growing rapidly and 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

- Input orders into computer system accurately and repeat order back to customer
- Advise customers of operations procedures
- Notify sales reps and Customer Service Manager of new customers/lost customers immediately after knowledge
- Notify customers of any activities that may result in late delivery
- Notify customer of backorder
- Actively pursue new customers
- Manage and maintain new prospects, leads, and customers
- Assist in managing the customer on-boarding process
- Assist in marketing efforts (social media, email campaigns, promotions, materials)
- Retrieve and oversee the sending of written business communications

Qualifications for customer service representative bilingual

- Overtime is required as dictated by volume of work
- At least 3 years Customer Service Experience preferred, where at least 2 years included experience handling inquiries and requests for information
- The ability to gather information to determine customer needs
- Must be able to perform the responsibilities of the position either in English

- Working knowledge of Microsoft Office based applications