



**Job title:** Call Center Service Representative (Bilingual)  
**Department:** Customer Service Department  
**Reports To:** Customer Service Supervisor  
**FLSA Status:** Exempt

### **Summary**

The Bilingual Call Center Service Representative ensures consumer satisfaction by meeting needs in a timely, efficient and professional manner while utilizing an in-depth knowledge of product lines.

### **Essential Duties and Responsibilities**

Deliver world class service in providing knowledgeable responses to bilingual inbound telephone inquiries

Follow-up (Callbacks) on consumer shipments and issues ensuring consumer satisfaction and brand loyalty

Using knowledge of products as well as great customer service skills to address issues, provide support and offer information as needed to keep consumers satisfied and retain business

Maintain in-depth product knowledge and troubleshooting skills to support bilingual consumer requests

Documents customer interactions, product/service issues using company systems (Epicor); entering descriptive information in order to provide history and tracking of issue resolution.

Use product knowledge and technical skills to maximize all sales opportunities

Recognize, document and alert management of trends in consumer calls, identify field issues regarding quality trends

Exercises independent judgment and discretion in providing resolution to consumer field complaints

Researches and resolves general, semi-complex and technical complaints regarding all aspects of products and support of products assuring consumer satisfaction

Provides support of Returns Process through data collection and credit initiation

Recommend process improvements

Contributes to the success of the team by achieving individual call center metrics, schedule adherence, consumer satisfaction, accuracy

Other tasks as assigned

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. The work is typically performed in an office environment; which requires proper safety and security precautions.

## **Education and/or Experience**

High School diploma or general education degree (GED), Six to twelve months' related experience, or, an equivalent combination of education and experience in a related field of work.

Must be fluent (both verbal and written) in Spanish (assessment to measure Spanish speaking skills will be administered).

## **Skills and Competencies**

- Proficiency with Microsoft Office applications: Outlook, Excel, and Word.
- Must be able to speak and read English and Spanish clearly; professionally and fluently. Read, interpret and analyze correspondence.
- Effectively communicate and present information in one-on-one to customers, co-workers and manager.
- Excellent problem solving, communication skills and the ability to organize simultaneous tasks.
- High level of attention to detail and initiative.
- Ability to add and subtract, multiply and divide. Capable of applying these operations using units of US currency denominations, weight measurement, volume, and distance.
- Experience in handling sensitive and confidential documents and situations.
- Dedicated to company and personal core values. Act on those beliefs to earn and maintain respect of customers.
- Practice safety and adhere to all company safety policies.

The above job description is not intended to be; nor should it be construed as; exhaustive of all responsibilities; skills; efforts; or working conditions associated with this job. Requests for reasonable accommodations will be considered to enable individuals with disabilities to perform the principal (essential) functions of this job.

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Qualified candidates should apply for the position by sending his/her resume to [HR@masterbuilt.com](mailto:HR@masterbuilt.com).