



## **Bilingual Customer Service Specialist**

The Customer Service Specialist, under the supervision of the Executive Director, is a full-time position responsible for:

1. Responding to customer needs in a timely and accurate way, for both English and Spanish speaking customers.
2. Ensuring a positive customer experience and enhancing relationships with customers and businesses.
3. Assisting with office organization and paperwork.
4. Assisting with special events and public outreach.

Duties include, but are not limited to:

### **Responding to customer needs and ensuring a positive experience for both English and Spanish speaking members of the public 50% of the total time**

- Answer phones, take messages, transfer calls, reply to emails
- Wait on customers, answer questions, ring up sales
- Organize and display informational materials
- Translate documents from English to Spanish as needed

### **Assisting with office organization and paperwork 40% of the total time**

- Properly file relevant material and paperwork
- Compile employee paperwork
- Prepare for and attend monthly board meetings, record minutes
- Compile and submit monthly reports and board meeting packets
- Communicate with vendors
- Collect and distribute the daily mail
- Order and track office supplies

### **Assisting with special events, public outreach and other functions 10% of the total time**

- Assist with programs and activities of the District
- Assist with the development of materials that promote district programs
- Attend professional training seminars or workshops
- Other duties as assigned

### **Required**

- High school diploma or equivalent
- Fluent in the Spanish language
- Basic computer skills

*All prospective employees must pass a pre-employment drug test, background check, physical, and driving history check.*

### **Additional Knowledge, Skills, or Experience (preferred but not required)**

- Valid driver's license with a clean driving record
- Certification in Adult/Child First Aid and CPR
- Customer service experience or training
- Accounting experience
- Familiar with commonly used computer programs (Word, Outlook, Excel, etc.)

### **Physical Functions and Equipment Used**

Ability to:

- Lift and carry, bend and reach

- Go up and down the stairs
- Drive golf carts and utility vehicles
- Use a computer, smart phone, tablet, copy machine, and other office equipment

### **Working Conditions**

Ability to:

- Work in an office setting with regularly scheduled hours
- Work outside during special events and programs
- Work some evenings, and/or weekends on a limited basis as needed

### **Specific Skills**

- **English** – Knowledge of the structure and content of the English language, rules of composition and grammar.
- **Spanish** – Knowledge of the structure and content of the Spanish language, rules of composition and grammar.
- **Speaking** -- Talk to others to convey information effectively in both English and Spanish
- **Reading Comprehension** – Understand writing in work related documents.
- **Writing** -- Communicate effectively in writing appropriate for the needs of the audience in both languages.
- **Active Listening** -- Give full attention to what other people are saying and asking questions as appropriate.
- **Ability to contact people** by phone, email, and letter in English and Spanish
- **Organize, plan, and prioritize work** -- Develop specific plans to prioritize, organize, and accomplish work.