



Digital Solutions / Inmate Telephone, Inc.

Offender Management System | Offender Communication System | Probation and Parole | Call Track | Juvenile Detention

Job Class: Customer Service Representative
Job Title: Bilingual Customer Service Representative
Department: ITI Customer Service / Accounts Receivable Call Center
Manager's Title: Manager, ITI Customer Service / Accounts Receivable Call Center

Job Summary:

Employee will assist both English and Spanish speaking customers with setting up accounts, will provide answers to customer inquiries and will perform written translations from English to Spanish or Spanish to English when necessary.

Essential Duties:

- Answer incoming telephone calls from customers.
- Explain billing procedures to new customers and gather all customer information needed to establish an account.
- Enter customer data quickly and accurately into the computer system.
- Send appropriate paperwork to customers when needed.
- Provide account information to customers.
- Evaluate and research customer problems to reach a resolution.
- Log all customer calls received.
- Manage difficult or emotional customer situations in a calm and tactful manner.
- Translate written documents from English to Spanish or from Spanish to English.
- Complete Spanish call transcriptions for Call Track system.
- Perform other routine office duties as assigned.
- Duties are subject to change at the discretion of management.

Qualifications/Competencies:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required for this position.

- Ability to communicate effectively with customers and co-workers both verbally and through written communication.
- Ability to work independently or with other team members.
- Ability to manage difficult or emotional customers in a calm and tactful way.
- Ability to enter data quickly and accurately into the computer.
- Ability to follow instructions and be attentive to detail.
- Ability to draw on past customers cases to troubleshoot accounts.

Education and/or Experience:

High School Diploma required. Customer service experience preferred.

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