



Resource Development Assistant (OW)

ELIGIBILITY TO APPLY: MUST BE IN RECEIPT OF SOCIAL ASSISTANCE UNDER ONTARIO WORKS

MCIS Language Services is a non-profit social enterprise providing language interpretation, translation, transcription, skills testing and training services. We have 5,000 interpreters, 600 translators, and serve over 750 clients with 300+ languages. We are committed to our vision of connecting people globally through language. This is your opportunity to add value to a fast growing organization with a productive work culture.

VISION | To connect people globally through languages.

MISSION | To improve access to critical information and services through high quality language solutions.

VALUES | Respect, Quality, Collaboration, Accountability and Learning

The Resource Development Assistant is responsible for developing the resources required by MCIS Language Solutions for optimal delivery of its services, under the direct guidance and supervision of the Vendor Manager. This role is also responsible for recruitment functions directly related to service delivery such as: reactive and proactive recruitment, screening and orientation of candidates, database management, and other related activities.

Employment type: this is an 11 months, full-time position at 30 hours per week with benefits such as paid sick leave and vacations.

Duties and Responsibilities

The Resource Development Assistant role is comprised on two (2) main activities as follows:

Recruitment

- Recruit, screen and provide orientation to language professionals for key functional areas of the organization: Interpretation Services Department, Translation Services Department, and Sales and Marketing Department;
- Ensure recruited language professionals meet developed and agreed criteria, as well as expectations and requirements of service delivery in key functional departments;
- Act as an information source; answering external inquiries from candidates seeking to join MCIS as language professionals, following up and giving instructions as needed;
- Comply with of all the organization's contractual obligations, policies and procedures with regards to service delivery from the vendor management perspective;
- Prioritize recruitment activities according to needs and targets;
- Research key recruitment indicators to assist in recruitment planning;
- Prepare reports on recruitment progress that can be used by managers in functional areas including the Vendor Manager and the managers of the Interpretation Services Department, Translation Services Department, and Sales and Marketing Department. Reports should provide information on the status of recruitment goals and the effectiveness of recruitment activities and overall recruitment plan;
- Ensure and maintain compliance with industry quality standards (e.g. ISO, CGSB, NSGCI etc.) for any existing and new resources, including proactively following up on any missing information and details.



Quality of Language Professionals and Relation Management

- Maintain the roster of language professionals for the Interpretation and Translation services departments, ensuring the information is up to date;
- Assist in monitoring and reporting on the performance of language professionals to ensure service delivery is in line with contractual obligations and performance metrics;
- Communicate with language professionals to facilitate understanding and awareness of organisational strategic direction, changes and challenges, respond to questions, and provide feedback;
- Provide assistance in the interaction between language professionals and key service delivery departments as needed.

Perform any other duties that are reasonably within the scope of this position, as required.

Other Employment requirements:

- A general post-secondary education (university degree/college diploma); or a combination of experience and training;
- Minimum 1 years of relevant experience in recruitment, customer relations management, data entry, and/or working in a culturally diverse environment;
- Familiarity with the language services industry and the delivery of interpretation and translation services is a definitive asset;
- Proficiency in English is required for this role; proficiency in French is an asset for this role.

Behavioural and Technical Competencies:

- Ability to deliver and receive messages clearly and effectively in both written and oral communications;
- Customer service skills required to discover and meet the needs of clients, understanding customer expectations and monitors customer satisfaction while ensuring courteous and professional services;
- Initiative- be able to take action and proactively work toward goals; thinks ahead and plans for contingencies and effectively prepares and organizes resources to deal with short-term concerns;
- Problem solving skill is required, ability to make multiple causal links, analyses relationships among several parts of a problem or situation and provide recommendations;
- A team player who desires to work co-operatively and collaboratively with others; be driven to reach common goals;
- Data and records management;
- Commitment to organization's values and align one's behaviour with the needs, priorities, and goals of the organization.

CLOSING DATE: Friday, June 22nd, 2018

Qualified applicants are invited to submit a cover letter with salary expectations and resume to doris@mcis.on.ca no later than 5:00 pm, Friday, June 22nd, 2018.

Accommodations for job applicants with disabilities are available on request.