



## TRAINING COORDINATOR

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 Training Coordinator is responsible for overseeing all testing and training initiatives and programs as directed by the Training Manager. This includes the academic coordination of all training programs (online, classroom-based, interpretation, translation, and any other training program offered by MCIS), administration of testing of language professionals, maintenance and development of training tools and skills tests, as well as providing academic and administrative and support to trainees enrolled in training programs offered by MCIS.

This is a full-time permanent position with benefits such as paid sick leave and vacations.

### Duties and Responsibilities

The Training Coordinator role is comprised of the following activities:

#### Training Administration

- Coordinate classroom-based and on-line training programs
- Identify administration needs and recommend solutions to the Training Manager
- Plan and facilitate training information sessions and workshops as required
- Administer language tests for language professionals as required
- Administer training program and support for language professionals
- Ensure availability of resources for classroom-based and on-line training
- Prepare statistics for weekly and monthly training reports and present to Training Manager
- Update resources database promptly with new resource certificates and achievements
- Ensure the quality of the resources database, identifying and correcting existing and potential errors and risks, maintenance of the resources informational and finance databases
- Support to other functional departments and service partners:
  - Follow up with unfavourable feedback and assign a training (or re-training) plan for language professionals as required by the Interpreter Services and Translation Services departments
  - Provide academic and administrative support in initiatives to train and test language professionals working with MCIS service partners (e.g. CanTalk, LSA, etc.)



- Support to Trainees:
  - Administer trainee marking
  - Academic management
  - Oversee communication with trainees
  - Provide administrative support to trainees
  - Oversee trainees graduation process
  - Promote the successful completion of training and testing by trainees
- Support to Facilitators:
  - Correspond and maintain relations with facilitators
  - Provide input to facilitator performance management
  - Recruit and screen facilitator candidates
  - Manage facilitator schedule
  - Orientate facilitators to curriculum

#### **Curriculum and Test Development & Updating**

- Work collaboratively with E-Learning Developer to develop, improve, and make changes to curriculum and skills tests based on the needs of the organization, feedback, results and observation of training sessions
- Coordinate subject matter experts and language professionals in the design of various programs, as well as training and testing tools

#### **Any other tasks related to the Training Department and the vision of MCIS.**

#### **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 teaching, curriculum development, working with language services, 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:** Wednesday, July 18<sup>th</sup>, 2018

Qualified applicants are invited to submit a cover letter with salary expectations and resume to [doris@mcis.on.ca](mailto:doris@mcis.on.ca) no later than 5:00 pm, Wednesday, July 18<sup>th</sup>, 2018.

Accommodations for job applicants with disabilities are available on request.