



## Account Representative

MCIS Language Solution is a non-profit social enterprise providing language interpretation, translation, transcription, skills testing and training services. We have over 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 Account Representative will have the responsibility of handling potential and new client communication and is also instrumental in the process of following up on unrealized quotes and client feedback. This is a full-time permanent position. Group benefit plan, paid vacations and sick leave will be available to the eligible employee.

### Duties and Responsibilities

The Sales and Marketing Manager will assign specific roles and responsibilities to the Account Representative.

These mandatory functions will include:

#### Identify sales opportunities for potential and new clients

- Follow up on potential clients' requests via phone and emails;
- Call and follow up to research prospective clients' current use of interpretation and translation services, as well as the organizations' key decision makers;
- Send agreements and pricing information and follow up with welcome letters and instructions;
- Proactively assess and validate new clients' needs on an ongoing basis and make recommendations to the clients;
- Interact and coordinate with the sales team and other staff teams working on the newly launched accounts;
- Assist the sales team in conducting research to identify new markets and client needs;
- Support the sales team with new business development initiatives;
- Analyze data and trends to improve sales outcomes and to identify priority areas for growth.

#### Develop and maintain long term client relationships

- Support Account Managers by looking after smaller accounts;
- Perform as the lead point of contact for any and all matters specific to your accounts;
- Collect and monitor client feedback on an ongoing basis and coordinate with Vendor Management Department and Service Delivery Department in addressing service quality issues and suggesting additional improvements; Escalate the issues to the Account Manager as needed;
- Ensure the timely and successful delivery of services based on clients' needs and objectives; Liaise with service delivery departments to improve client experience;
- Respond and prioritize changing requirements in a timely manner in order to meet clients' needs and expectations;
- Provide onboarding training to new clients;
- Respond to clients' inquiries through emails and phone calls; Attend client meetings in-person as needed;
- Resolve clients' complaints and prevent additional issues by improving our existing process;
- Continue to educate clients by delivering service provider presentation on a yearly or on as needed basis.



### **Reporting**

- Support the Account Management team by preparing usage report to their clients on a monthly/quarterly basis;
- Present progress reports for assigned small accounts, to the Sales and Marketing Manager on a quarterly basis and discuss strategies of fulfilling clients' needs;
- Prepare and present reports on new clients and feedback and resolutions for all clients.

### **Contract management**

- Ensure agreement being signed has all the necessary components of the clients' needs and aligns with MCIS' service delivery capacity;
- Ensure new client account set up is according to client's specifications.

### **Administration**

- Perform related clerical duties, such as word processing, maintaining filing and record systems, faxing and photocopying, mailing, sending couriers;
- Assist the Account management team with conference bookings and any related tasks.

### **Any other tasks related to Sales and Marketing department and the vision of MCIS.**

### **Other Employment requirements:**

- A general post-secondary education (university degree/college diploma) with a focus on Business Administration or Marketing. A combination of experience and training is also required;
- Minimum of 2 years of related experience in sales, cold calling, creating and analyzing sales reports; responding effectively to resolve client issues; identifying and meeting customer needs and expectations; effectively managing project through planning and scheduling, etc.
- Strong verbal and written communication skills in are essential;
- Concern for quality and ability to be driven to reduce errors; be able to monitor quality and standard of work against key criteria and adapt approach as needed to ensure the success of assigned duties;
- Customer service skills including ability to focus on meeting the needs of clients and take personal responsibilities for correcting customer service problems promptly and professionally;
- Strong computer literacy in Outlook, Word, Excel, and Power Point;
- Experience or good understanding of language industry will be preferred;
- Possession of a valid Ontario G driver's license and access to vehicle are definitive assets;
- Fresh graduates are encouraged to apply.

**CLOSING DATE:** Friday, January 11<sup>th</sup>, 2019

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, Friday, January 11<sup>th</sup>, 2019.

Accommodations for job applicants with disabilities are available on request.