



## **BACK-UP INTERPRETATION SERVICES COORDINATOR (Contract)**

MCIS Language Solutions 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

Directly reporting to the Interpretation Services Supervisor, the Back-up Interpretation Services Coordinator (BISC) is essential to the service delivery of MCIS' interpretation Services as they are responsible for assigning interpreters to each requisition. The BISC requires flexibility with hours as the requisitions must be filled and MCIS provides services 365/24/7.

**Important note:** This is an on-call position, providing back-up for MCIS Interpretation Services as needed. It is an ideal position for self-employed language professionals who would like to also gain experience in interpretation services coordination, while maintaining a freelance work arrangement.

### **MAIN DUTIES**

**The Back-up Interpretation Services Coordinator role is comprised on three (3) main activities as follows:**

#### **Respond to inbound calls/ inquiries**

- Take customer orders for services
- Enter customer information
- Promote services to inbound communications
- Achieve daily language mandate of 0 (zero) assignments pending at the end of each work day
- Coach and actively supervise interpreter performance
- Entering and following up on Service Provider feedback
- Provide solicited and unsolicited information to customers, sub-contractors and the public concerning services, schedules, rates, regulations and policies
- Prepare and quote on walk-in request
- Follow SOPs and escalate non-standard situations to supervisor
- Comply with LICS certification requirements
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Update customer accounts



### **Make outbound calls**

- Contact interpreters to fulfill customer orders
- Provide assignment information to interpreters
- Follow SOPs and escalate non-standard situations to supervisor
- Comply with LICS certification requirements

### **Support**

- Provide technical support as needed for telephone and video interpretation services

### **EMPLOYMENT REQUIREMENTS**

- Excellent English proficiency, both written and spoken
- Demonstrated expertise in the field (customer service) is required
- Excellent interpersonal skills
- Prior exposure to language services field a definite asset
- Good analytical skills with attention to detail
- Problem-solving and resourcefulness skills needed
- Knowledge of languages and world cultures a definite asset
- Excellent verbal communication skills and positive attitude;
- Ability to listen actively, and to creatively find ways to satisfy customer requirements
- Demonstrated aptitude for continuous learning and innovative thinking
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)

### **EDUCATION**

The Back-up Interpretation Services Coordinator must have a general post-secondary education (college diploma; linguistic or interpreter degree preferred), or a combination of experience and training. Training with CRM and/or Microsoft Office would be preferred. The majority of expertise and skill required for this job can be acquired through on-the-job learning.

**CLOSING DATE:** Friday, March 15<sup>th</sup>, 2019.

Qualified applicants are invited to submit a cover letter and resume with salary expectation to [gabriela.salgado@mcis.on.ca](mailto:gabriela.salgado@mcis.on.ca) no later than **5:00 pm, Friday, March 15<sup>th</sup>, 2019.**

Accommodations for job applicants with disabilities are available on request.