



TRAINING MANAGER

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

Reporting to the Director of Client Services, the Training Manager has overall responsibility for the development, delivery and administration of MCIS' training programs. MCIS' value add is its commitment to quality in the language services industry which it ensures through its training programs. It therefore strives to develop and deliver relevant training to improve the knowledge, skills, competence and aptitude of all language professionals through cutting edge methods. This role is responsible for conceiving, designing, planning, developing, implementing, evaluating and overseeing all language professional training programs, and related policies and procedures. It is also responsible for overseeing grant based training programs developed and maintained by MCIS.

Duties and Responsibilities

The Training Manager role is comprised of the following activities:

Strategy

- Develop annual strategy and operational plans for the Training Department in alignment with MCIS mission, vision, company strategy;
- In collaboration with Vendor Manager and other stakeholders, identify the needs for testing and training as part of MCIS' overall capacity building and recruitment strategy – this will include overseeing the development and implementation of the language professional testing & training strategy, process/ program;
- Research industry needs and develop and implement a language professional testing & training strategy, process/ program – this may include working with input from the sales team on developing new offerings, the redevelopment of current offerings, identifying markets for the training and identification of partnership opportunities.

Training Development

- Maintain and enhance existing testing and training content for language professionals;



- Collaborate with team on revisions ensuring that the testing & learning is practical and based on professional realities, latest industry conventions and theories on adult learning and cutting edge delivery methods;
- Oversee the development of new training programs (both on site and online).

Revenue Generation

- Work with the sales and operations teams to identify ever-changing needs of market place and opportunities for developing new and improved language professional training to generate revenue;
- Oversee and assist in the development of marketable testing & training tools which will add credibility and value to MCIS language professionals and/or generate sustainable revenue;
- Identify funding opportunities for developing new training programs that further MCIS vision and mission.

Testing & Training Administration

Oversee all functions related to Testing & Training administration including but not limited to:

- Monitor budget and expenses of the testing & training programs;
- Oversee and/or facilitate various testing & training programs as needed;
- Work collaboratively with the team to understand challenges and determine how best to address those challenges;
- Work collaboratively with Vendor Manager in order to understand current recruitment drives in order to properly meet the testing & training needs for the new recruits.

Quality Assurance

- Collect feedback from trainees and facilitators on the quality of MCIS training programs; provide report with recommendations. Address complaints from language professionals and engage in problem solving;
- Suggest service improvement activities for language professionals;
- Coordinate with Vendor Manager, Interpretation Services Manager, Translation Manager and meet their needs in addressing quality concerns through training and re-training activities.

Staff Management

- Develop goals and objectives, projects and priorities and assign them to subordinates;
- Execute performance management system for subordinates;
- Participate in the hiring, conflict resolution, discipline and termination of staff members; manage all training staff members by setting performance metrics, assigning/ scheduling work to be completed, reviewing their work and providing them with the resources to be successful in their roles;
- Ensure that the team members acquire the appropriate support and training to apply the best skills and knowledge on the job;



- Practice and ensure compliance with that of all the organization's policies and procedures;
- Develop policies and procedures dealing with training development and administration activities.

Reporting

- Compile and deliver to the Director of Client Services various reports which outline the successes and challenges of the Training Department– this will include the compilation of various metrics coupled with recommendations for changes to the programs.

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

Other Employment requirements:

- A general undergraduate education (university degree/college diploma), or a combination of experience and training; a certificate, diploma or degree in adult education, translation, interpretation or previous teaching experience is a definitive asset;
- Minimum 5 years of relevant experience consisting of training/teaching, online training program development and delivery, quality management and/or working in a culturally diverse environment.

Behavioural and Technical Competencies:

- Coaching skills, genuine intent to foster the learning and development of others;
- Ability to deliver messages clearly, concisely and effectively in both written and oral communications;
- Monitor quality assurance and error reduction, ability to identify and solve problems at early stage;
- Initiative and leadership, be able to take action and proactively work toward goals;
- Expert level at planning, organizing and coordinating;
- Strong research and analytical skills, ability to search, review and analyze relevant information from various sources;
- Ability to build and maintain relationships with stakeholders or network of contacts;
- Comfortable with meeting deadlines and be driven to achieve deliverables at both individual and team levels;
- 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, February 15th, 2019

Qualified applicants are invited to submit a cover letter with salary expectations and resume to rachel@mcis.on.ca no later than 5:00pm, Friday, February 15th, 2019.

Accommodations for job applicants with disabilities are available on request.