



Vendor Support Coordinator

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 Vendor Support Coordinator is responsible for coordinating tasks related to existing profiles on the roster and securing additional talent required by MCIS Language Solutions for optimal delivery of its services, under the direct guidance and supervision of the Vendor Manager. This role is responsible for performance management of MCIS resources, database management and recruitment of additional language professionals for delivery of services.

Duties and Responsibilities

The Vendor Support Coordinator role is comprised of three (3) main activities as follows:

Performance Management

- Assist in monitoring and reporting on the performance of language professionals (interpreters and translators) to ensure service delivery is in line with contractual obligations and performance metrics.
- Record, communicate, investigate and find resolution to feedback provided by customers, in coordination with Sales and Marketing team in order to meet customer service agreement.
- Maintain detailed and accurate record of interactions with the language professionals and report them to the Vendor Manager on a weekly basis.
- Work closely with language professionals - to identify any gaps in training and qualifications, thereby flagging them and recommending corrective steps.
- Identify any key information gaps in existing database and proactively work towards completing the profiles by completing documentation and/or required training or qualifications.

Quality of Language Professionals and Relation Management

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



- Design monthly and weekly newsletters; and any other communication required for language professionals.

Recruitment

- Recruit, screen and provide orientation to additional 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.
- Comply with 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.
- 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.

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 2 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;
- Interpersonal, analytical and organizational skills with attention to detail;
- 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;
- Strong research skills;
- Commitment to organization's values and align one's behaviour with the needs, priorities, and goals of the



organization.

CLOSING DATE: Friday, February 22, 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 22, 2019.

Accommodations for job applicants with disabilities are available on request.