



TRANSLATION MANAGER

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 Director of Client Services, the Translation Manager is responsible for overseeing the operations of the Translation Department and the successful delivery of translation, transcription and other related language services, including but not limited to dubbing, subtitling, voice overs, transcreation, layout and desktop publishing (where the word “translation” is used throughout it must be construed to represent the full suite of language services as indicated above).

Duties and Responsibilities

The Translation Manager role is comprised of five (5) main activities as follows:

Staff Supervision

- Supervise Translation Department staff
- Ensure effective scheduling of staff members to provide adequate service coverage
- Execute performance management system for subordinates
- Address performance issues promptly and implement corrective measures as needed
- Ensure all policies, procedures and business ethics codes are followed by the team

Service Delivery

- Manage the supply & demand of translation and related language services.
- Keep supplier costs low enough and quality high enough to win competitive bidding processes. Manage the translation project coordinators to be responsive to customer needs, including responding to all quotes, external calls and emails within prescribed timelines and meeting all project deadlines agreed to with clients.
- Find cost savings through process re-engineering.
- Manage relations with existing clients which includes but is not limited to;
 - Responding to all inquiries from these clients that cannot be addressed by service line staff or those which have been escalated (i.e. conflict resolution)
 - Oversee the upkeep and maintenance of the client database and accurate client set up/profile maintenance
 - Work with these clients to address issues that may arise in contracts, service delivery, changes to operational and performance procedures, etc.



- Alongside the Finance group, address issues with these clients re payment disputes, late payments, etc.
- Streamline service delivery processes to increase quality, efficiency and responsiveness
- In the absence of division team members or during periods of high volume, step into place and perform the functions/ tasks to ensure that business will carry on as planned. This includes:
 - Responding to inbound calls
 - Taking customer orders for services
 - Entering customer information in the appropriate databases/files
 - Preparing quotes on translation requests
 - Providing information to clients/subcontractors/the public concerning services, schedules, rates, regulations and policies
 - Contacting suppliers to fulfill customer orders
 - Contacting partner agencies
- Oversee processes from beginning to end to ensure high quality services are delivered to clients on time and within budget
- Implement effective metrics and key performance indicators to monitor the overall performance of the department, identify concerning issues/trends in a timely manner and address them effectively

Strategy & Service Development

- Develop goals and objectives, projects and priorities of the department and assign them to subordinates
- Develop suitable strategies, including by re-engineering current processes and implementation plans for building capacity and capability of service delivery staff
- Build partnerships with other service providers
- Ensure we have the highest and latest translation accreditation and standards' requirements from customers, industry associations and regulatory bodies and updating all relevant operating procedures accordingly
- Keep up to date with latest developments in language industry and identify relevant technologies that would assist in meeting strategic goals
- Research, perform cost benefit analysis, and lead the implementation of new technologies to increase productivity, reduce cost and enhance value for customers

Administration and Reporting

- Ensure timely and effective communications with all departments in the organization.
- Ensure compliance of Translation Department with industry standards certification requirements (ISO 17 100 and CGSB Standard for Translation Services)
- Ensure maintenance of contractual records and documentation:
 - Review that contract stipulations are being met and that any change orders are properly documented and implemented
 - Ensure all new clients are set up properly in the systems
 - Work with clients to resolve issues should they arise in this area
- Oversee the use of Translation Management Software and assist in determining suitability/uses for new developments
- Prepare timely statistical reports and flag problematic trends immediately

RFP Review and Response

- Do initial review and create proposed pricing for new RFPs
- When needed, assist the RFP team in writing proposals in a timely fashion.



- Review of the RFP response library for translation information to ensure information contained therein is accurate and up to date – make recommendations on information that should be added, purged, archived, etc.

Any other duties that are assigned that are reasonably within the scope of this position

Other Employment requirements:

- An undergraduate degree in a related field; experience as a successful manager is a definite asset.
- A minimum of 3-5 years of relevant experience consisting of customer service, taking inbound and outbound calls, writing business communications (i.e. proposals), supervision and 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, March 8th, 2019.