



## Project Manager

MCIS Language Solutions is a not-for-profit social enterprise providing language interpretation, translation, transcription, skills testing and training services. We have over 5,000 language professionals on our roster, and serve over 800 customers in 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 Translation Manager, the Project Manager is responsible for all activities related to the translation and related language services provided by the organization.

### **DUTIES AND RESPONSIBILITIES**

The Project Manager's role is comprised of the following activities:

#### **Project Management**

- Responding to inbound calls and emails; Route calls to appropriate resources;
- Take customer orders for translation and related language services;
- Identify customer needs and prepare quotes on translation and other related language services requests and respond to all sales inquiries on a timely basis;
- Actively promote MCIS translation and related language services to potential users/clients;
- Provide solicited and unsolicited information to customers, sub-contractors and the public concerning services, schedules, rates, regulations and policies;
- Contact translators to fulfill customer orders, providing to them full information on the project;
- Support translators and other language professionals in conducting their activities by responding to inquiries, providing reference information, mediating disputes etc.;
- Contact partner agencies and/or source translators from various avenues if translator needed is not found on the MCIS roster;
- Review the translated documents from the translator and make appropriate changes to ensure accuracy of content or right formatting on an as needed basis;
- Ensure compliance with language industry certifications, specifically the Canadian Translation Standard (CGSB 131.10) and the ISO: 17 100 Translation Standard, and all other applicable quality standards;
- Ensure customer satisfaction/quality, addressing issues, concerns, etc. – escalate issues to Translation Manager, as required; and
- Follow SOPs and escalate non-standard situations to the Translation Manager.

#### **Administration & Reporting**

- Enter customer information in appropriate databases/files and ensure information is up to date;
- Manage and use the translation management and computer assisted translation softwares and assist in determining suitability/uses for new developments;



- Prepare weekly/monthly reports for the Translation Manager, as required;
- Prepare monthly invoices for clients;
- Work closely with Internal Operations to ensure data integrity of reports and information submitted to the Finance Department;
- Develop and maintain accurate files for Translation Department; and
- Support other projects in the Translation Department as needed.

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

#### **EMPLOYMENT REQUIREMENTS**

- Ability to work independently with initiative and leadership;
- An authentic team player with problem-solving and resourcefulness skills needed;
- Interpersonal, analytical and organizational skills with attention to detail;
- Excellent verbal and written communication skills and positive attitude;
- Demonstrated aptitude for continuous learning and innovative thinking;
- Proficiency in diverse computer applications including Microsoft Office and Internet search engines;
- Familiarity with computer assisted translation tools and graphic design software is an asset;
- Knowledge of and/or experience with localization project management is a definite asset;
- Knowledge of and/or experience with machine translation and post-editing project management is a definite asset;
- Knowledge of languages and world cultures is a definite asset; and
- Fluency in French is a definite asset.

#### **EDUCATION & EXPERIENCE**

The Project Manager must have a general post-secondary education (university degree/college diploma; Linguistics or Translation degree preferred), or a combination of experience and training.

**CLOSING DATE:** Friday, November 26<sup>th</sup>, 2021

The Project Manager may work remotely or from our office in Toronto, Ontario. To work remotely, the Project Manager must have access to a computer with reliable internet connection.

Qualified applicants are invited to submit a cover letter with salary expectations and resume to [Kathleen.tran@mcis.on.ca](mailto:Kathleen.tran@mcis.on.ca) no later than 5:00 pm, Friday, November 26<sup>th</sup>, 2021

**Accommodations for job applicants with disabilities are available on request.**