



## Back-up 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 Supervisor, the Back-up Project Manager is responsible for all activities related to the translation and related language services provided by the organization.

**This is an on-call position, providing back-up coverage for MCIS' Translation Department as needed. It is an ideal position for self-employed language professionals who would also like to gain experience in translation project management, while maintaining a freelance work arrangement. Availability during office hours (weekdays 8:00am-6:00pm EST) is required. Evening and weekend availability is a definite asset.**

### DUTIES AND RESPONSIBILITIES

The Back-up Project Manager role is comprised of two (2) main activities as follows:

#### 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 Supervisor, as required
- Follow SOPs and escalate non-standard situations to the Translation Supervisor



### **Administration & Reporting**

- Enter customer information in appropriate databases/files and ensure kept 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 Supervisor, 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
- Support other projects in the Translation Department as needed

### **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
- Fluency in French is a definite asset

### **EDUCATION & EXPERIENCE**

The Back-up 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:** Wednesday, November 30, 2022

The Back-up Project Manager may work remotely or from our office in Toronto, Ontario. To work remotely, the Back-up 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 Wednesday, November 30, 2022.

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