



Internal / External Employment Opportunity

Coordinator, Translation Services Vancouver Location

Why you should apply with us:

At [MOSAIC](#), we take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We have been recognized in the [2019 List of Best Workplaces™ in Canada](#) (100-999 employees), the [2020 list of Best Workplaces Managed by Women](#) and [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. We are one of Canada's largest settlement organizations with 45 years of experience engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone's life today!

Join our team!

MOSAIC is seeking a client-centered, results-oriented individual to fill the role of **Coordinator, Translation Services**. This position will be based out of the Vancouver Head Office location.

POSITION:

Coordinator, Translation Services

DEPARTMENT:

Employment, Language, & Social Enterprise

ABOUT THE POSITION:

The **Coordinator – Commercial/Institutional Section, Translation Services**, assists the Manager of Translation Services with the processing of translation requests, coordination of the pool of professional translators, quality assurance, and the timely delivery of translations and related services to ensure the satisfaction of clients, contractors, and user agencies.

KEY RESPONSIBILITIES:

- Coordinate and implement deliverables stipulated in contracts; inform manager of achievement of contractual outcomes; prepare regular reports for the manager on the achievement of quality standards
- Answer enquires regarding the translation services and projects, provide quotes, and provide all relevant information to appropriate staff
- Implement all required translation quality control specifications before their delivery to customers; work with translators to ensure quality control measures are implemented
- Ensure contractors understand and follow policies, procedures, and practice standards
- With the manager, provide input to setting annual financial targets for the section; authorize expenditures within the position's limit



- Oversee financial aspects of translation projects; makes sure quotes are competitive, realistic and profit generating; makes sure projects do not go over budget
- Ensure financial growth of the Translation Services
- Respond to customer/client complaints and, with the Manager, resolve them
- Perform administrative duties related to translation services as assigned
- Assist the manager with overall operations

QUALIFICATIONS:

- Post-secondary education required and a second language an asset
- 4 years of experience in the language services industry
- Excellent written and spoken English
- Experience in working with individuals from diverse cultural backgrounds
- Ability to work independently, to supervise staff, and to organize workload efficiently
- Highly organized with strong time management skills. Able to work and stay calm under tight timeline pressure environment.
- Excellent people skills required for frequent contacts with clients, contractors and staff
- Very good communication and conflict resolution skills
- Excellent word processing skills and strong attention to detail
- Effective organizational abilities, sound judgment and initiative
- Tactfulness and patient approach to clients' needs

HOURS:

Full-time (35 hours per week)

STARTING PAY:

Annual salary commensurate with the level of experience and qualifications

MOSAIC offers a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

HOW TO APPLY:

Please apply via email. In the subject line of your email, please type: **"Your Name – Coordinator, Translation Services"**. Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:

Tanja Krzman
 Manager MOSAIC Translation Department
 5575 Boundary Road
 Vancouver, BC V5R 2P9

Email both the cover letter and resume to tkrzman@mosaicbc.org



We thank all applicants for their interest. However, only applicants considered for an interview will be contacted. Before applying, you must be legally permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of the position.

DEADLINE TO APPLY:

Ongoing until filled

POSTING DATE:

June 17, 2021



MOSAIC is committed to promoting equal employment opportunities for all members of the community