

Customer Service/Project Manager

In Every Language is current recruiting a full-time project manager skilled in customer service. While this is not an aggressive sales position, we are a customer-centric company and all employees are charged with ensuring our customers receive the highest possible service at all stages. To this end, employee yearly reviews grade our staff on customer satisfaction. All In Every Language employees must understand the principle of creating partnership with our customers (we are more than a “vendor”) and understand how high-quality translation is a profit-driver for our clients and not a simple cost center. Project managers play a strong role in convincing our customers of this fact and in making sure it is true for each and every one of their accounts. If your number one priority is not seeking customer satisfaction, then we recommend that you seek a job elsewhere.

To this end, our new project manager will be a people-person, able to listen before s/he speaks in order to determine what our clients’ needs actually are. Innovation and imagination are encouraged, as this person will have responsibility over ensuring both a high-quality translation and translation experience for the accounts s/he oversees. Sometimes this will mean following a set process, sometimes it will mean developing something new. Most often, it will mean a combination thereof.

Because In Every Language is a virtual company, residency in Louisville is not required; however, occasional travel to Louisville is necessary in order to meet in-person with CEO and other staff. US citizenship or a US work permit is required. Applicants must also live in and already be legally authorized to work in the United States (In Every Language does not sponsor visas).

Candidates must be knowledgeable of the language industry, including but not limited to certification & standards, and the difference between translating & interpreting. Candidates not familiar with the basic fundamentals of our industry need not apply. Experience or education in translation/localization as a buyer or as a project manager is appreciated. Experience in customer service-heavy professions, such as retail, food service, hospitality, or sales, is highly recommended. Fluency in a second language is preferred, as well as some functioning knowledge of how different language groups move and function in general. Please note, however, this is not a translation position.

Because we are a virtual company, applicants must be comfortable with and used to working independently, but must also be able to summarize their work well in order to report back to their supervisor. The ideal candidate must be comfortable using Skype, Outlook, FTP uploads, Microsoft Excel, and internet browsers. Basic knowledge of machine translation engines beyond Google and of industry-specific programs, such as WordFast or Trados, is a plus.

Because this position oversees projects assigned amongst a unit of roughly 1000 contract translators, s/he must be able to motivate contractors, independently handle contractor issues, improve translation quality, deliver translations on-time or early, and keep projects at or under budget, all while keeping customer satisfaction at the forefront. S/he may also be expected to

represent the company at industry events, such as conferences for the American Translators Association or its regional chapters.

Other requirements include

- soft sales and customer service skills
- personal ambition & a desire to improve one's self and one's knowledge
- business acumen, instinct, & insight
- a desire to help for-profit businesses grow their client/service base through translation (note this is not a community service position)
- a friendly personality
- a sense of urgency & initiative when meeting client needs and assigning translations
- the ability to prioritize & stay focused with multiple ongoing projects
- native or native-like fluency in US English
- strong knowledge of US business etiquette
- excellent written and oral communication skills (writing samples will be required)
- patience and understanding for those from cultures not her/his own
- the creativity & versatility needed to deal with the dynamic changes encountered in a small business environment
- a mindset geared toward innovation and constantly finding new ways of doing in order to better benefit the company & the client
- a strong sense of morals and personal ethics with the wherewithal to follow through on them

This position is daily responsible for

- customer service through the processing of incoming client requests for translation
- convincing existing translation clients to increase their buy with In Every Language
- managing the assignment of translations to freelance translators and/or in-house staff
- screening, interviewing & processing contract translation applicants who wish to become a vendor
- monitoring quality control & assurance of new and on-going translation projects
- constantly looking at the translation process to find ways to improve it
- handling customer service issues with clients & contractors should a translation error occur
- clarifying independent contractor status (vs employee) to translators as needed
- implementing quality assurance processes already in place to monitor translator quality
- following-up with clients post-project to inquire as to client satisfaction
- handwriting thank you notes to clients as needed
- educating her/himself on changes in translation standards & certifications, as well as other industry updates
- becoming recognized by our clients as a knowledgeable leader

Benefits include fully-paid administration for a Roth IRA from Edward Jones. In Every Language does not currently provide health insurance; however, a health allowance may be negotiated. Educational opportunities to obtain PMI certification or a Masters in localization

project management are offered. This is a full-time position with two weeks paid vacation available the first year. Employees also receive their birthday as a paid day off and there are eight (8) paid holidays. Salary for this position is in the lower 30's and negotiable based on experience. Future promotion is an option for this position.

Candidates may apply by emailing the CEO at [terenabell \[at\] ineverylanguage.com](mailto:terenabell@ineverylanguage.com) with "Project Manager" in the subject line. Please place your cover letter in the body of the email and attach your resume in Microsoft Word format.