Position Summary:

The position of Project Coordinator is a key player at TransPerfect Translations. Project Coordinators execute all projects from start to finish and serve as a single point of accountability for their successful completion. They are responsible for the entire life cycle of all projects assigned to them and serve as a single point of contact/accountability. Individuals in this role are either more inclined to stick to a Project Management-oriented career path (working to become an Executive or Senior Project Manager, for instance) or a Management-oriented career path (working to become a Team Lead or Department Manager, for instance).

Contacts
Michelle Yoon

Desired Skills

Essential skills and experience required:

- Requires at least a four-year degree
- Excellent communication skills (both written and verbal) in English
- Ability to effectively multitask in order to simultaneously execute multiple projects
- Exceptional problem solving/critical thinking skills
- Ability to maintain professionalism in all situations, especially under tight deadlines
- Ability to maintain professionalism, focus and result-orientation under pressure and tight deadlines
- Satisfactory results on company tests

Valued but not required skills and experience:

- Prior translation industry experience
- Fluency in a foreign language

Degree: Bachelor's // Student Status: Alumnus/a, Senior // Work Authorization: Authorized to work in the U.S.

Responsibilities

Position responsibilities:

- Be responsible for the entire life-cycle of all projects assigned to the individual
- Juggle multiple projects and priorities simultaneously in a fast-paced environment
- Understand and abide by individual project instructions
- Confirm clarity of instructions prior to initiating project workflow, liaising with Account Executive to modify/correct project instructions/parameters as needed
- Coordinate with Account Executives to educate/advise clients regarding the best way to accomplish their goals for individual projects
- Negotiate rates and deadlines with contract linguists in order to maximize profitability and project completion speed
- Communicate any issues/problems/delays/additional information to Account Executive on an immediate basis and work to troubleshoot any issues that arise
- Effectively liaise with other departments that are essential parts of project workflow (for instance, Quality Managers, Desktop Publishing, etc.)
- Perform a Final Eye quality check and issue a Quality Score for the Quality Manager prior to sending a job out
• Return completed project to Account Executive on time or early
• Bill projects completely and accurately within 24 hours of project completion, complying with all appropriate regulations and processes
• Establish and maintain working relationships with contract linguists located around the world: Consistently give both positive and negative feedback; file Corrective Action Forms as needed for substandard work performed and work with QA to impose appropriate financial sanctions in those cases
• Investigate/resolve client complaints, problem solve and work with QA/Management to ensure that appropriate systemic changes are implemented to ensure that any problems that occurred cannot be repeated
• Work to understand and be knowledgeable about your clients as well as your vertical, including current events, business trends and industry leaders
• Make recommendations to your manager on ways to improve any processes, etc. as part of TransPerfect’s commitment to continual improvement
• Provide assistance to others when able and as needed
• Perform other special projects or duties when required.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions:

While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Finally, the employee generally works in an indoor office environment; working hours beyond the normal workweek may be required.

TransPerfect

For more than 20 years, TransPerfect has provided comprehensive language and technology solutions to help our clients communicate and conduct business more effectively in a global marketplace. Equipped with a quality management system certified to both the ISO 9001:2008 and EN 15038:2006 standards, TransPerfect provides a full array of language and business support services, including translation, interpretation, multicultural marketing, website globalization, subtitling, voiceovers, staffing services, multicultural marketing, e-learning and training, and legal support services. TransPerfect also offers a suite of next-generation technologies that significantly reduce costs and improve consistency throughout the translation process, making TransPerfect the vendor of choice for the world’s leading multinationals. With annual revenues of over $470 million, TransPerfect is the world’s largest privately held provider of language services and technology solutions. From offices in more than 85 cities on six continents, TransPerfect offers a full range of services in 170+ languages to clients worldwide. With an unparalleled commitment to quality and client service, TransPerfect is fully ISO 9001 and EN 15038 certified. TransPerfect has global headquarters in New York, with regional headquarters in London and Hong Kong.

Interviews that are related to this job