



HISPANIC CENTER

of western michigan

Translations Coordinator

Position Description

This position reports to the Manager of Language Services.

Organization

Founded in 1978, The Hispanic Center of Western Michigan mission is "TO UNITE HISPANICS WITH RESOURCES THAT ENABLES THEM TO BECOME SELF SUFFICIENT AND EMPOWERED TO STRENGTHEN WEST MICHIGAN"

We do this through education, economic development and outreach. For more information, please visit www.hispanic-center.org.

Position

The full-time Translations Coordinator oversees and manages Translation procedures and other tasks as assigned by the Manager of Language Services. Good teamwork and leadership skills are essential in order to motivate translators and other coordinators to fulfill their responsibilities within a given timeframe. Translations Coordinator must have the ability to translate, proofread and edit a variety of documents and projects under tight deadlines.

Responsibilities

- Coordinate and supervise translators.
- Manage translation requests received over-the-phone and through emails.
- Communicate with clients over-the-phone, in person, and through email.
- Coordinate translators with requests during regular work hours.
- Translate and proofread walk-in translation requests.
- Proofread, format, and return translations in a timely manner to clients.
- Produce quotes for clients and send them language service agreement.
- Address conflicts and complaints from and/or regarding translators and clients.
- Supervise translators' and customers' invoices.
- Assist the Language Services Manager in projects and coordination as needed.
- Input information into Salesforce regularly.
- Supervise and train interns.
- Perform general clerical duties to include, but not limited to: copying, faxing, mailing and filing.
- Assist in assessing and contracting new translators.
- Other duties as assigned.

Qualifications

- Associates Degree or Higher in Spanish, Business, Humanities, or related field.
- Bilingual in Spanish and English.
- Minimum of two years of experience in the professional setting and/or relevant internship.
- Minimum of one year of experience in translation.
- Excellent grammar and written language skills.
- Project Management experience preferred.

- Strong skills in Microsoft Office.
- Proven ability to work on several projects simultaneously and under tight schedules.
- Experience in formatting and editing.