



PROJECT MANAGER / CUSTOMER SERVICES ASSOCIATE Translation Services

ABOUT THE COMPANY

For a decade, JR Language Translation Services, Inc., has dedicated itself to helping companies communicate with clients, partners and employees around the world.

Our employees are highly skilled in delivering translation and technology solutions to businesses, government and non-profit organizations. Our leading edge technology solutions simplify the process for our clients by automating complex workflows.

JR Language Translations provides both a small-company environment and the opportunity to work directly with some of the largest companies in the world. Our hiring philosophy is to attract the most talented and driven individuals, and to let them use their skills to chart their own course while making significant contributions to the company.

JOB DESCRIPTION

Manage the complete project-cycle of multilingual solutions for our clients. This position includes selling professional services to executives, managers and owners in small and large accounts across many verticals, and is under the direct supervision of the Operations Manager.

Essential Responsibilities

- Respond to client's calls to determine their needs, develop comprehensive solutions proposals, present the solutions to clients and obtain approval
- Receive and manage clients that come to our office:
 - Formulate questions to understand clients' needs/requirements
 - Register requirement and information in systems and written records
- Promote and educate clients regarding translation services according to their needs, and best available solutions
- Sell, assign, and manage translation services following the guidelines established in company procedures and policies.
- Maintain records of clients, proposals, orders, job assignments in the corporate information system
- Coordinate job assignment with external contractors. This responsibility includes sending, receiving and exchanging information with external contractors until completion of project
- Coordinate with colleagues in other departments for the purpose of ensuring efficient workflow
- Maintain clients regularly informed as to the status of projects and otherwise communicate with clients as needed to ensure client needs are met and issues are resolved

JR Language Translation Services Inc. 2112 Empire Blvd. Suite 1C , Webster NY, 14580

www.jrlanguage.com Phone Number: 585-935-7144



- Ensure that projects are delivered to clients error-free and as specified within established timeframes

Qualifications:

- Bachelor's degree or other higher education in related fields
- Be a goal oriented, high achiever who leads the project cycle from end to end
- Superior written and spoken communication skills in English.
- Exceptional organizational and analytical skills
- Ability to understand, apply and use personal computers and software applications (e.g., Word, Excel, PowerPoint, Access)
- Ability to resolve customer service issues in a professional and efficient manner

Desirable qualifications

- Have B2B sales experience in services industries
- Foreign language knowledge
- Desk Top Publishing with InDesign
- Computer programming and or networking
- Client/customer service experience

In return you will be rewarded with:

- Working for a fast growing company with in demand services
- Training to help you grow within the organization
- Competitive salary and benefits
- Supportive leadership team and exceptional customer support team
- Collaborative environment where your ideas, contribution and impact are noticed daily

Position: Full Time (40 hours per week) FLSA Status: Non Exempt.

Schedule: To be determined.

Equal Opportunity Employer

Date: 05/2016

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