

Formerly Abbotsford Community Services

JOB POSTING #2024-85-02

INTERNAL/EXTERNAL

Interpretation and Translation Services (ITS)
Translation Services Coordinator/Business Development Assistant
Wage: \$29.00 per hour
Full Time: 35 hours per week, Monday to Friday
Permanent

Join the team at Archway
Come Help Us Help People

Location: Abbotsford

On Site

Job Summary:

Provides leadership and oversight to the operations of translation services. Provides coordination of the proper documentation for interpretation and translation program operations. Responds to VRI requests. Prepares documentation for invoicing and accounts payables. Identifies current need for new language translators. Recruits new language translators and maintains sufficient resources to offer translation services to potential clients. Assists the Manager in developing business strategies to promote ITS in the community and seeks new clients in need of ITS services.

Your Role:

Archway's Translation Services Coordinator / Business Development Assistant with Interpretation and Translation Services (ITS) contributes by:

- Coordinates translation services including assigning appropriate translators for a project according to the required standards.
- Responding to requests for interpretation/translation services and assisting in interpretation dispatch when needed.
- Identifying gaps in service and the need for new language translators and other current needs.
- Implementing industry ISO standards, guidelines and policies of the organization.
- Staying updated on the new or emerging industry standards for AI, MT, VRI and online translation platforms.
- In collaboration with the Program Manager, identifying new business opportunities, understanding the target audience, creating objectives for sales growth, and forming strategic partnerships to increase profitability.
- Conducting outreach to drive ITS business.
- Onboarding and maintaining the database profile for new and existing clients.
- Planning, promoting and implementing events and activities to engage potential clients.

- Participating in relevant Committees, conferences and industry meetings to promote ITS services.

This position is a great fit for someone who has great business acumen, excellent customer service skills, superb communication and relationship building skills, knowledge of AI, MT and VRI online platforms, and has experience in working with sub-contractors, ideally in providing interpretation and translation services. The successful candidate will also show strengths in networking to seek new business.

Our Offer

- Wage: \$29.00 per hour.
- A permanent, full-time position at 35 hours per week, availability Mondays to Fridays, from 8:30 AM to 4:30 PM.
- Benefits include:
 - Three weeks vacation in your first year; four weeks in your second year.
 - A great benefits plan including extended health and dental; you choose your plan.
 - Employee and Family Assistance Program that includes online access to wellness resources.
 - A pension plan; Archway meets your contribution.
 - Great in-house training opportunities.
 - Rewarding work in a positive environment.
 - Work/Life balance.

Getting an Interview – you will be considered if you have:

- A Degree in Business Administration, Business Management, Marketing or another related field, or the equivalent in education and experience.
- Experience in assisting independent subcontractors.
- Experience in assisting with contracts for translators is an asset.
- Experience in business development to increase profitability in an organization.
- Experience in conducting outreach to target markets.
- Entrepreneurial experience in business start-ups is an asset.
- Experience using AI translation, Machine Translation (MT), and Video Remote Interpreting (VRI) is an asset.

The Job Requires you to have:

- Exceptional attention to detail, and a high degree of accuracy in their work.
- Sound knowledge of principles, ethics and types of interpretation and translation.
- Knowledge of business principles and practices such as market research, consumer behaviour, and business strategy.
- Knowledge of business start-ups and launch ventures.
- Ability to assist independent subcontractors (translators) working from remote locations.
- Strong organizational and time management skills; able to balance and manage competing projects and priorities.
- Strong communication skills; ability to network to increase business.
- Strong skills with Microsoft Office 365, including Word, Excel, Outlook, and PowerPoint.

- Knowledge and ability in the use of AI, MT and VRI online platforms and video conferencing technology.
- Knowledge and ability to use database programs.
- Ability to speak, read and write two or more languages is an asset.
- Ability to effectively switch tasks to respond to competing priorities.
- Ability to have direct, in-person contact with on-site staff and clients; adherence to health and safety protocols is required.
- Ability for extended periods of sitting and screen/keyboard use.
- Willingness and flexibility to work evenings and weekends as needed.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is December 02, 2024.

TO APPLY

Interested applicants are to reference **Posting #2024-85-02 in the subject line.**

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca

Subject: Job Posting #2024-85-02

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with **DO NOT FORWARD TO OTHER PROGRAMS**, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stō:ló people. Stō:ló territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.