

**Position: Administrative Assistant**

**Location: Toronto**

**Job Type: Full-Time Position in the Interpreting Services Department**

**Hours: Monday to Friday 9:30 AM to 5:30 PM (Hours will change)**

### **About All Languages Ltd**

All Languages Ltd is a privately owned company headquartered in Toronto, Ontario. We currently have 34 full-time employees and over 1,900 freelancers. We serve over 3,500 active clients spanning all industries, government, institutions, agencies, charities and non-profit organizations.

### **Position Overview**

As an Administrative Assistant, you are a seasoned client professional, enjoy working on the front line with clients, and can build strong business relationships by understanding their needs and meeting expectations. You are well organized and can successfully assign interpreters to orders by matching their skills and availability to the client's requirements. You thrive in a fast-paced environment, are comfortable multi-tasking, are productive and work well under pressure. You communicate well with team members, understand the importance of workload balancing from a team perspective, and are not afraid to ask for help or reach out to help others.

### **Specific Duties**

#### Quote & Order Processing Functions

- Answer questions and promote the appropriate level of linguistic services to meet client needs
- Process quotes, orders and answer interpreter questions in a timely manner
- Data entry to database
- Review interpreter profiles and assign the best qualified interpreter based on client orders
- Prepare and maintain all project-related documentation
- Work in MS Office, CRM and interpreting industry-specific software
- Foster positive working relationships with interpreters
- Additional duties assigned as need arises

#### Customer Service Functions

- Ensure client satisfaction with a positive and professional attitude
- Quote and order follow-ups, customer courtesy calls, etc.
- Document and resolve customer complaints
- Exceed customer expectations

### **Education**

- Successful completion of a post-secondary degree or diploma

### **Experience**

- 3+ years of relevant B2B customer service experience

### **Skills**

- Strong interpersonal, telephone and written communication skills
- Courteous, professional, dynamic and well organized
- Keen attention to detail
- Fast and accurate typing skills
- Demonstrated ability to cross-sell services to clients

- Good Microsoft Office and Internet navigation skills
- Critical thinker with strong problem-solving and trouble-shooting skills
- High energy and ability to work within a team environment and individually

**Assets**

- Experience in dealing with diverse communities
- Fluent in a second language
- Professional services and/or Interpreting industry experience

**Why All Languages Ltd?**

- Competitive salary
- Performance incentives
- Friendly work environment
- Professional development and opportunity for advancement
- Monthly company lunch and staff events

Please forward your CV and cover letter to [recruiting@alllanguages.com](mailto:recruiting@alllanguages.com) and do not call. We appreciate all submissions; however, only short listed candidates will be contacted.