

Job Description**Translation Coordinator & Reception – Permanent Full-Time Position**

All Languages is a full-service language-services provider serving professionals since 1971. We are Canadian owned and operated, and work with clients around the world. We are focused on customer satisfaction, and use technology to continuously improve processes and client communication.

The role of Translation Coordinator requires someone with attention to detail, a talent for multi-tasking, strong organizational skills and the ability to work at a fast pace. We are looking for a dynamic individual who will work well in a team environment and with our clients and vendors.

Job Type:

- Full-time: Monday to Friday - 9:00 AM to 5:30 PM

Job Location:

- Toronto, ON - Office is located on Bloor East (across the street from Sherbourne subway stop)
- Combination of work-from-home and in-office

Translation Coordinator Responsibilities (80%):

- Support our of team Translation Account Leads
- Accurately scope files and count words in order to prepare estimates
- Work with a variety of file formats, including MS Word, Excel, PowerPoint, PDFs, etc.
- Calculate project costs and deadlines
- Process clients' translation quotes and order requests
- Confirm timelines, coordinate projects and assign/manage resources
- Ensure linguists are paid and clients are accurately charged
- Prepare and maintain all project-related documentation
- Answer incoming calls, handle general inquiries and transfer calls

Reception Responsibilities (20%):

- Greet office guests
- Answer all incoming calls, handle general inquiries and transfer calls
- Sort and distribute mail and deliveries, including in and outbound courier management
- Manage office procurement and petty cash
- Assist with processing walk-in translation clients, including quotes and order requests
- Other miscellaneous reception and administrative duties, as required

Requirements:

- 5 years of relevant experience
- Excellent spoken English and strong writing skills. Ability to communicate in French is a strong asset
- Exemplary telephone manners and communication skills
- Customer service oriented
- Experience as front-desk staff is an asset
- Computer literate, with a good working knowledge of Microsoft Office applications
- Fast and accurate typing skills
- Detail oriented, personable, assertive, disciplined, self-motivated, reliable and high energy
- Work well and accurately under pressure

- Eligible for security clearance
- Excellent organizational and multi-tasking abilities

Assets:

- Additional languages
- Experience in dealing with diverse communities
- Experience in translation industry (in any capacity – i.e. linguist; interpreter; etc.)
- Experience in project management
- Knowledge of graphic file formats (i.e. Adobe InDesign and Illustrator)

Why All Languages Ltd?

- Competitive salary
- Performance incentives
- Friendly work environment
- Professional development and opportunity for advancement

Please forward your CV and cover letter to Recruiting@ALLLanguages.com and include in your e-mail subject line **“Translation Coordinator – Permanent Full-time Position.”** We appreciate all submissions; however, only shortlisted candidates will be contacted.