



## **Nationalities** SERVICE CENTER

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**Nationalities Service Center (NSC)** is currently recruiting for an Interpretation and Translation Project Manager.

NSC is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC's founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

### **Position Summary**

The Interpretation and Translation Project Manager will plan, execute, and finalize projects and requests according to strict deadline and budget requirements. This includes defining the project's objectives and overseeing quality control throughout its life cycle by acquiring resources and coordinating the efforts of team members and vendors in order to deliver projects according to plan. The Translation Project Manager will work under the supervision of the Department Director and will assist in developing and executing the goals and objectives of the department. The Project Manager will also assist in developing and maintaining long-lasting relationships with new and existing clients, translators and interpreters while communicating closely with co-workers and vendors.

### **Essential Functions**

- Direct and manage translation and interpretation project development from inception to final delivery and serve as the primary contact for assigned accounts.
- Develop full-scale project plans and associated communications documents.
- Effectively communicate project expectations to team members, vendors and clients in a timely, clear, and respectful fashion throughout the entire project cycle.
- Estimate project requirements and scope, as well as cost and time requirements for successful project completion.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts that may arise with vendors or clients. Bring major issues to the attention of the director of the department.
- Plan and schedule project timelines and milestones using appropriate tools.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Build new business, develop, and grow any relationships vital to the success of the department.
- Manage T&I administrative duties in support of operations, including scheduling, timely and accurate billing.
- Input data into system on clients and vendors; maintains lists current and recruits new vendors.
- Assist with the implementation of department goals and objectives.
- Support department operations including the timely and accurate reporting of outcomes and statistics.
- Work with T&I Director, making recommendations on pricing and allocation of vendors with specific jobs/projects.
- Work with T&I Director to develop a plan to screen vendors' qualifications.
- Work with T&I Director to create and implement targeted marketing plan for growing department's revenue.

### **Knowledge, Skills, and Abilities**

- Basic understanding of NSC's mission, vision, values, programs and services and business plan.
- Excellent communication skills (written and spoken) in English as well as time-management, organization, and negotiation skills. Bilingual skills are preferred.
- Exceptional problem-solving skills. Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Must be pro-active in assessing needs, risks, and opportunities.
- Detail-oriented, ability to multi-task and effectively prioritize.

- Strong computer skills. Familiar with the usage of CAT (Computer Assisted Translation) tools such as TRADOS, including the ability to troubleshoot issues.
- Experience at working both independently and in a team-oriented, collaborative environment is essential.
- Strong interpersonal skills.
- Must be able to learn, understand, and apply new technologies.
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial.

### **Experience and Education**

- At least 3 years direct work experience in a project management capacity, including all aspects of process development and execution.
- BA/BS degree from an accredited college or university in a related field of study.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to participate in training sessions, presentations, and meetings.
- Some travel may be required for the purpose of meeting with clients or vendors.
- The noise level in the work environment is usually moderate.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Hours: Monday – Friday, 35 hours per week, flexibility needed

Salary: commensurate with experience as well as a generous, comprehensive benefit package.

To Apply: For consideration, please send your cover letter, resume, to Human Resources, [jobs@nscphila.org](mailto:jobs@nscphila.org).

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.