

**Nationalities Service Center**

**Senior Program Manager**

Nationalities Service Center (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 Overview**

The Senior Program Manager is responsible for the work of interpretation and translation team to ensure they remain supportive of department goals. The Senior Program 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 Senior Program 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 Senior Program Manager will also assist in developing and maintaining long-lasting relationships with new and existing clients, translators and interpreters.

**Essential Functions**

* Manage interpretation and translation team in overall project development from inception to final delivery, and serve as the primary contact for assigned translation accounts.
* Identify hindrances to program implementation and, together with Department Director, propose and implement solutions through regular trainings.
* Manage monthly gross income targets through working closely with interpretation and translation team.
* Oversee the work of Interpretation team, ensuring adherence to all department rules and regulations
* Oversee interpretation and translation timely AR collection and tracking of all related information and documentation.
* Assume overall responsibility for the training and mentorship of interpretation and translation staff.
* Prepare and manage operating budgets for Interpretation and Translation areas; Provide monthly financial notes for review by Director of Business Operations, Executive Director and Finance Committee.
* Manage all business processes related to client billing and reporting.
* Build new business, develop, and grow any relationships vital to the success of the department.
* Manage translation administrative duties in support of operations, including scheduling, timely and accurate billing.
* Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
* Effectively communicate project expectations to team members, vendors and clients in a timely, clear, and respectful fashion throughout the entire project cycle
* Input data into system on clients and vendors; maintains lists current and recruits new vendors.
* Support department operations including the timely and accurate reporting of outcomes and statistics.
* Provide timely inputs for requests for information on interpretation and translation program from client and/or other stakeholders.
* Provide procedural policy guidance for interpretation staff to ensure adherence to department policies and achievements of goals.
* Assist Department Director in the construction and use of individual and aggregated project management tools ensuring they are kept up to date and accurate.
* Assist Department Director with the implementation of department goals and objectives.
* Work with Department Director, making recommendations on pricing and allocation of vendors with specific jobs/projects.
* Work with Department Director to develop a plan to screen vendors’ qualifications.
* Work with Department Director to create and implement targeted marketing plan for growing department’s revenue.
* Any other duties suitable to task and commensurate with ability.

**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.
* Previous experience in business management.
* Must be pro-active in assessing needs, risks, and opportunities.
* Detail-oriented, ability to multi-task and effectively prioritize.
* Strong understanding of computer operations and use a variety of common software programs including Microsoft Office and QuickBooks
* Familiarity with the usage of CAT (Computer Assisted Translation) tools such as TRADOS, including the ability to troubleshoot issues preferred.
* Experience at working both independently and in a team-oriented, collaborative environment is essential.
* Experience with CRM systems.
* Understanding of customer service concepts and practices.
* 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.
* Fluency in Spanish and/or Mandarin is preferred.

**Experience and Education**

* 3+ years of business management experience. Specific experience in areas of Interpretation, Translation, Language Access and Education Training preferred.
* Demonstrated skills in sales, marketing financial management and staff development/performance management.
* Strong IT experience; Proficiency in Microsoft Office, QuickBooks and familiarity with CRM systems required.
* Bi-lingual skills preferred.

**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, 40 hours per week, flexibility needed

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

**How to Apply**

Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Please no phone calls.

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.