

# POSTING



## INTERPRETATION AND TRANSLATION COORDINATOR

Permanent Part-time (28 hours per week)

### Immigrant Services

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This position carries out an assessment of Interpretation & Translation (as a OCS Fee-for-Service) Services with regards to its market position and sustainability; develop and execute a 1-year Business Plan accordingly. This position coordinates all aspects of day-to-day operation of Interpretation & Translation Services, including marketing, in line with Strategic Direction of Immigrant Services and Goals/Objectives of OCS.

#### KEY DUTIES AND RESPONSIBILITIES

- Conduct market research and maintains a strong working knowledge on the market needs and trends of translation and interpretation services
- Assess existing services in the context of current market needs, innovation, effectiveness and sustainability
- Submit and executes a 1-year Interpretation & Translation Business Plan
- Oversee marketing of Interpretation & Translation Services, including the development of client leads and contracts
- Oversee day-to-day operation of Interpretation & Translation Services in an efficient and effective manner:
  - Ensure financial integrity and accountability through bookkeeping and reviews, including invoices and accounts payables
  - Oversee and implement operational and marketing budgets
  - Liaise between clients and contractors
  - Project management and quality control
  - Recruit, reimburse, and complete performance reviews and/or training of contractors
- Maintain effective relationships and liaisons with government, stakeholders and clients
- Ensure that accurate service and client records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Provide reports as required
- Review and evaluate Business Plan and Services at the end of year with Senior Manager, making recommendations for service improvements, streamlining and continuation
- Maintain effective relationships and liaisons with government, stakeholders, service partners, volunteer community groups and other community organizations to coordinate the provision of services, foster partnerships and collaboration and exchange information
- Contribute to PQI and Strategic Directions/Goals of Immigrant Services and being proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Represent OCS and participate in outreach activities/special events as required.
- Participate in meetings and training opportunities

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

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- Other administrative duties as required, including photocopying/faxing, taking meeting minutes, filing, etc.
- Follow written and verbal directives from Program Manager and/or Senior Manager, Executive Director or designate
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers

## **QUALIFICATIONS**

### **Education, Training, and Experience**

- Bachelors of Business and/or Marketing or relevant combination of education and experience
- Minimum of three years' experience and demonstrated success in a related role
- Experience in project/program management
- Experience in a community based non-profit society
- Class 5 Driver's License and reliable vehicle an asset

### **Job Skills and Abilities:**

- Strong written, oral and presentation communications skills in English; additional language an asset
- Ability to conduct work in a professional, collegial and consensual fashion
- Strong Marketing and Public Relations skills
- Problem solving ability, adaptable, exercises good judgment and can work under pressure
- Excellent time management skills
- Ability to work in a dynamic environment which calls for adaptation to emerging trends/demands; high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals
- Be highly motivated to complete tasks/duties/daily maintenance in a timely manner
- Commitment to problem solving approach
- Demonstrated competency for and understanding of a community development approach and community based service delivery
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.
- Ability to identify sensitive issues and maintain confidentiality
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Strong communication, interpersonal/relationship-building and conflict resolution skills, as well as intercultural competency
- Strong level of computer proficiency; in particular, strong Microsoft Word, MS PowerPoint, MS Excel spreadsheet, internet/email, scanning skills and comfort with desktop publishing (MS Publisher)
- Ability to work in a fast-paced, multicultural and diverse environment
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines
- Flexibility and willingness to work outside of regular work hours
- Good team work and strong work Ethics
- Must be sensitive to and respectful of cultural and lifestyle diversity

\* An eligibility list will be maintained for up to 6 months

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**CLOSING DATE:**

Resumes will be reviewed starting [November 27, 2019] but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:**

Jenny Lam, Senior Manager, Immigrant Services  
Options Community Services Society

Email: [jenny.lam@options.bc.ca](mailto:jenny.lam@options.bc.ca)

No phone calls please

Please include a cover letter clearly indicating the posting number [#A21490] and outlining your qualifications and related experience for the position.