



Alpha Translations Canada, Inc.  
Project Manager  
Job Profile  
Created by Tanja Mueller, June 2009

**Job Title:** Project Manager  
**Department:** Projects  
**Reports To:** COO  
**Location:** in-house or outside representative

The Project Manager manages all aspects of our clients' translation and localisation projects, ensuring their projects are completed on schedule with outstanding quality. She/He serves as a member of the Projects Team.

### **Goals and Expectations**

The Project Manager is expected to:

- Provide excellent quality service for clients by managing their projects and servicing their needs in a professional and courteous manner
- Be knowledgeable and experienced in using the latest Language Industry tools and technologies, and apply them according to company policies
- Create win-win relationships with clients and vendors
- Achieve or exceed company goals and strategies, as outlined in the annual strategic plan
- Lead by example and reflect the company's Mission, Values and Vision in both behaviour and attitude
- Commit to continuous learning and training

## **Essential Duties and Responsibilities**

### **Projects & Sales**

- Manage all aspects of clients' language projects in coordination with other Project Managers, the team, and the COO
- Communicate with the client to ensure all information, glossaries, and reference materials necessary for the successful completion of the project are provided
- Cost estimates and analysis of profit margins
- Select, train, and coordinate translator teams best-suited to the needs of individual clients
- Ensure that all project-related data is current and accurate; ensure that all public information sources are updated and accessible by all team members at any time, from any location
- Ensure all procedures, instructions and deadlines are met
- Act as a liaison between translator and proofreader involved in projects in progress
- Timely project closing and preparation for billing
- Prepare and send out invoices and follow-up on payments as requested
- Ensure that all translator invoices are signed off before they get released for payment
- Adhere to all project procedures and ensure that all steps are carried out efficiently
- Provide precise status reports to the COO and accurate and timely project turnovers during shift changes
- Manage the maintenance of glossaries and mandatory terminology lists
- Ensure the consistent use and integration of CAT tools into the translation process to increase quality, consistency and profitability
- Adhere to all procedures to maintain the database and CAT tools
- Prepare and follow-up on quotes for clients and leads
- Maintain good relationships with clients through regular follow-ups on new clients and first-time projects, and occasional follow-ups on regular clients to ensure their continuous satisfaction
- Ensure QA Procedures are always observed and adhered to by vendors and other team members.
- Be responsible for any other projects or administrative tasks which are assigned by the Manager of the Projects Department or another member of the Executive Team
- Be responsible for individually becoming informed about our clients
- Identify sales opportunities from new or existing clients, branch offices and associates/partners of existing clients, and third-party clients

### **Infrastructure**

- Continually work to maintain and improve vendor relationships, in conjunction with Vendor Coordinator and QA Controller
- Build client translation teams in conjunction with Vendor Coordinator
- Negotiate vendor contracts
- Provide input and to ensure that the Procedure Manual for the Projects Department is regularly updated

- Work towards obtaining relevant standards in our industry and help ensure that we not only meet, but exceed these norms
- Assist in researching, analyzing and recommending new tools and technologies that will increase quality, productivity and profit
- Always look for new ways to improve productivity and make things easier; research and recommend changes that will:
  - ✓ Streamline processes and workflow
  - ✓ Improve quality
  - ✓ Minimize possible sources of error
  - ✓ Maximize profit
  - ✓ Minimize cost
  - ✓ Create repeatable processes
  - ✓ Save time

### **Products and Services**

- Help research and recommend new CAT tools which will further improve quality, consistency, service and profitability
- Give recommendations and feedback to create new and innovative products and services
- Continually strive to ensure the highest possible profit margin without sacrificing quality, time, and client satisfaction
- Be involved in the intra-office information sharing reading roster to stay informed on current events and trends in the industry, and communicate pertinent information to others in the company

### **Personal Attributes and Values**

At Alpha Translations Canada Inc., we take pride in our Mission, Vision and Values. They represent what the company is setting out to achieve, and reflect its history and soul. We are guided by these values in everything we do.

#### **Our Mission:**

Our Mission is to service our clients' need for high-quality specialized translations - even within the tightest deadlines. We do so by utilizing the world's time zones and working with the most qualified professionals. Our unsurpassed personal service and project-driven solutions are tailored to our clients' unique global business requirements.

We strive to make the impossible possible!

## **Our Values:**

### Clients' Needs First:

We actively seek to understand our clients' needs and offer innovative and flexible solutions that add value to our clients' business and ours. This is the core principle which guides all our decisions.

### Lean Growth

In providing our services we strive to grow and add value to all our stakeholders. We will do so by applying lean principles, innovative thinking and finding creative solutions.

### Strong Relationships (1+1=3)

We build and nourish strong relationships with our clients, our team and our service partners to each others' mutual benefit.

### Empowered People

Each member of the Alpha Team has a vested interest in and is personally accountable for the successful outcome of each project and the satisfaction of each client.

### Respect and Cross Cultural Integrity

We will act with awareness, openness and respect towards other people and other cultures, and always seek first to understand, then to be understood.

### Fun and Fulfillment

We will have fun doing so and give every member of our team the opportunity to reach their dreams and goals, and to find strength and happiness in their personal and professional lives.