ABOUT US
Techworld is the premier language and cultural agency in the Midwest, in business for over 35 years. As a growing business, we are investing in sharp new team members to contribute to the success of our company. If you have energy and drive, then our team, training programs, and hands-on experience will enable you to learn valuable technical and business skills. If you have an exceptional eye for details, strong communication skills, can adapt to new situations, and are looking for a chance to showcase your abilities, then this may be your ideal opportunity.

ABOUT YOU
The Techworld Translation Project Manager II has overall responsibility and authority for the successful delivery of translation projects to Techworld clients. This is a leadership position that carries the development and implementation of project management and production best practices, including building and maintaining a project delivery team of project managers and production staff.

Key required skills are supervision of team members, allocating workload, budget management, meeting facilitation, decision making, negotiation, conflict resolution, and communicating with global virtual teams. You will be managing anywhere from 3-10+ projects at a time in a fast-moving environment. The candidate who can drive the process and ensure projects are completed on time and on budget will be successful in this position.

A DAY IN THE LIFE
• **Project Management**: Manage multiple translation projects simultaneously, run a virtual team of linguists around the world as well as internal team members. Communicate with client and internal team on budget, schedule, scope and status.
• **Team Management**: Provide leadership to project managers and production staff, including hiring, assignment of staff to projects, staff performance and individual performance plans, salary administration, resource leveling, staff training, mentoring and career development. Actively plan and schedule project workload, defining workflows, assigning tasks and managing resources.
• **Financial Management**: Work with project management team to ensure all projects fall within assigned budget, attain measurable goals in gross margin, net income and profit contribution while maintaining quality standards and schedules.
• **Account Management**: Communicate with client and internal team members on issues during translation process. Prepare status reports and participate in regular status calls. Establish strong working relationships with clients to maintain current business and earn new business.
• **Problem Solving**: Using the Techworld Problem Solving Process, work with team members to resolve issues on projects. Document lessons learned. Revise processes to ensure problems do not repeat themselves.
• **Technology**: Drive training and proficiency in industry software used regularly by production and/or project management staff. Primary technology liaison to IT staff for hardware, software and resource needs for project management and production staff.
• **Quality Control**: Maintain our “culture of quality,” training of new staff and remedial training with existing staff, sets and measures KPIs, ensures industry best practices are maintained and followed.
• **Other**: Other duties as assigned.
WHAT WE NEED FROM YOU

- 5+ years of project management experience
- 2+ years of people management and leadership
- Capability to focus while working on multiple projects at once in a fast-paced environment
- Enthusiasm for language and culture
- Ability to work in a team environment
- Aptitude to overcome challenges
- Strong verbal and written communication skills
- Foreign language skills not required, but must have a passion for multicultural environments
- Strong customer service orientation and attention to detail
- A darn good sense of humor

ENHANCERS

- Enthusiastic, highly autonomous and collaborative environment
- Global travel, study abroad or experience with international business
- Intermediate to fluent knowledge of a second language
- Interest and experience in foreign languages
- Entrepreneurial, self-motivated, professional, quick learning
- Understanding of software tools and applications
- A "process and system" approach to work

WHAT YOU’LL GET FROM US

- Enthusiastic, highly autonomous and collaborative environment
- Competitive compensation package
- Employer matching contribution to IRA
- Employer paid contribution toward student loan debt
- Flextime schedule
- Dog-friendly work environment
- Paid vacation and holidays
- Entusiastic, high-energy and cooperative environment
- Opportunities for personal and professional growth
- One-to-one training

To learn more, contact:

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