LIONS CLUBS INTERNATIONAL

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **TITLE:** | **Language Services Coordinator** |
| **DIVISION:** | **ISAME & A REGIONAL OFFICE** |  **DEPARTMENT:** |  |
| **FLSA STATUS:** | **Exempt** | **EFFECTIVE DATE:** | **1st July 2023** |
| **POSITION NUMBER:** |  |  |  |

## POSITION SUMMARY

The role holder manages translation and interpreting support for LCI and LCIF. Is responsible for translation of publications, daily correspondences, and customer service from English to the assigned language, and vice versa, with speed and accuracy. This position will also provide interpretation support from English to the assigned language, and vice versa for events, business meetings and virtual recordings. This position will be responsible for ensuring timely delivery of translated documents as well as working with freelance agencies to ensure timely delivery, securing and managing translated documents and maintaining the translation memory in the given language.

## ORGANIZATIONAL RELATIONSHIPS

|  |  |
| --- | --- |
| **Reports to:** |  |
| * Operations Manager
 |  |

## ESSENTIAL DUTIES AND RESPONSIBILITIES

|  |  |
| --- | --- |
| Percent | Position Responsibilities |
| 70% | Translate documents, subtitle videos, in language required for the association |
| 10% | Fulfil Simultaneous interpretation requirements for conventions and other meetings as required |
| 5% | Working through various platforms – maintain translation memory and relevant glossary |
| 5% | Resolve member queries across all departments which need language support  |
| 10% | Administrative assignments such as reports, records, and as assigned |

* **Additional Responsibilities**

Performs other responsibilities as assigned by the Operations Manager

## COMPETENCIES

* Translation
* Interpretation
* Communication Skills
* Creativity
* Customer Service Orientation
* Diversity Awareness
* Initiative
* Inter-personal Skills
* Organization/Multi-tasking Skills
* Problem Solving/Decision Making
* Personal Integrity and Professional Conduct
* Effective Technology Application
* Detail Orientation

## EDUCATION AND EXPERIENCE

* Bachelors in Arts with the language specialization or equivalent combination of education and experience.
* Minimum of 1 to 4 years of related experience
* Proficiency in translation management software, machine translation and/or AI. Experience with Plunet, Trados a plus.

## WORK ENVIRONMENT AND CONDITIONS

Work environment characteristics and 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.

* While performing the duties of this job, the employee is occasionally required to stand, walk, sit, reach with hands and arms, climb stairs, talk and hear.
* While performing the duties of this job, the employee is occasionally required to lift up to 10 pounds.
* Specific vision abilities required by the job include the ability to see with corrective vision.
* The noise level in this job is usually low to moderate.
* **International travel may be required (travel to annual International Convention) or 8 – 10 days per year.**

## APPROVAL SIGNATURES:

Department Manager: Date:

Division Manager: Date:

Human Resources: Date: