

DIRECTOR, CONTRACTS & RELATIONSHIP MANAGEMENT

Rapidly growing New York City based Interpreting and Translation Company located in Midtown West looking for a dynamic and engaging Director to lead our team into the next stage of evolution within the company! This is a key position and will involve working closely with the CEO, President, & AVP on long term strategy & process implementation; as well as with the Interpreting Coordinators & Recruitment team on a daily basis to ensure complete customer satisfaction and compliance with all government contracts.

JOB SUMMARY

Oversee full life cycle contract management & implementation, handle highest level of client escalations as well as client outreach and risk mitigation. Directly reporting to this role is a Director of Business Development as well as a Contracts & Relationship Manager. This position also works closely with our operations team to ensure that we are delivering on our contract requirements, that all clients are receiving the highest quality service & experience, as well as providing client education on the language service industry & best practices.

DUTIES & RESPONSIBILITIES:

- Establish and maintain a strong communication with clients and various corporate partners
- Effectively oversee contracts life cycle from RFP stage to implementation
- Evaluate opportunities and determine which have a high likelihood for success and profitability
- Ensure that the operations team is in compliance with all contract requirements, as well as policies & procedures
- Act as a client liaison for the highest level of escalation and problem resolution
- Conduct performance reviews for your direct reports
- Actively participate in strategy meetings with executive management

REQUIRED SKILLS & ABILITIES:

- Bachelor's degree required; Law Degree preferred, but not required.
- MUST have minimum 3+ years demonstrated contract management experience in a related industry
- Exceptional critical thinking and problem solving skills
- Excellent interpersonal skills
- Working under pressure of time and conflicting demands.
- Perform with a high standard of customer service and professional conduct
- Work in a team-based environment to achieve common goals
- Establish priorities, work independently and proceed with objectives without supervision.
- Effective and concise communication, both verbal and written
- Ability to establish and maintain tactful, courteous and effective working relationships
- Working knowledge of Microsoft Office
- Working knowledge of the Language Industry is a plus