

PRODUCTION ASSOCIATE

Geneva Worldwide, Inc. is a New York City based Language Company located in the Times Square area. We are looking for someone with a lively and energetic presence that is motivated to ensure complete customer satisfaction and compliance with all government and private contracts. The incumbent is someone that can maintain a positive attitude while performing multiple tasks while under constant time pressure. This is an excellent opportunity to work at a rapidly growing Language Service Provider, ranked in the Inc. 500|5000 Honor Roll for fastest growing companies, five years in a row!

Under the supervision of the Project Managers, to process jobs submitted for transcription projects based upon customer needs and company/translator production capabilities, and to ensure that client project requests are placed with, processed by, and received back from transcribers in a timely, accurate, and cost-effective manner to enable on- time delivery to client. Generally, selects vendors from approved listing when placing job orders; limited judgment/discretion may apply. Work assignments may generally be less complex and increase in complexity over time. May resolve client/vendor issues with assistance as needed from the Project Managers and the Translation & Transcription Department Manager.

Candidates MUST be organized, able to prioritize, eager to learn, accept responsibility, and have high energy & determination to succeed. Ability to work under pressure is crucial. If you are serious about starting your career, are looking for a challenge, and want to be a part of a rapidly growing company, then this is the ideal position for you!

As part of the PAs professional growth and evolution within the department, the PA will be eventually trained on the translation workflow and processes. Initial training will be provided under the guidance of a Project Manager and within 3-4 months, the PA is expected to manage the majority of the transcription workflow independently.

ESSENTIAL FUNCTIONS

- Understands and adheres to the processes and work flows as outlined by the Project Manager.
- Communicates with company customers/clients to obtain specifications and other information to provide accurate and timely quotes.
- Researches prior translation projects, questionnaires, etc. to determine whether incoming project is the same or similar, avoid duplication, and provide archive discount.
- Prepares basic and intermediate level quotations and processes basic and intermediate level jobs in accordance with client specifications through page counts, estimating necessary formatting and transcriber time, etc., and sets up on spreadsheet according to standard procedures.
- Provides follow through consultation with clients on changes to projects, priorities, etc.
- Coordinates with colleagues in other departments as directed to ensure cost and time estimates are accurate and within company capabilities based upon available resources, and that orders are processed according to client requests.
- Composes or generates a variety of materials (e.g. order summaries) for the purpose of documenting activities, and providing written reference and/or conveying information regarding the status of client requests.
- Maintains up-to-date information in charts, spreadsheets, logs, and company database(s) as needed to ensure ongoing logs needed for future reference and retrieval.
- Engages in ongoing training.
- Ensures that transcribers have proper instructions regarding what and how project must be completed (e.g., transcriptions, unintelligibles, edits, proofreading).
- Demonstrates knowledge of the capabilities of the freelance vendor base. Uses this knowledge to place projects with vendors who are capable of producing high quality work delivered on time.
- Demonstrates ability to effectively convey instructions to freelance transcription and eventually translation staff, as well as ability to handle unpredictable situations with assistance.
- Coordinates the assigning and completion of client projects among pool of transcriptionists.
- Transfer project files within company electronic filing system to move them and facilitate processing including setting up project file folders (specification sheet, purchase order, etc).

- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the Translation & Transcription Department or other company goals and objectives.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of all company project management, transcription, and project planning procedures.
- Knowledge of English grammar, syntax, and word usage, and excellent proofreading skills.
- Organizational, prioritizing and time management skills.
- Ability to maintain composure under pressure.
- Ability to communicate effectively, demonstrating a clear understanding of project requirements and linguistic validation procedures.
- Ability to report work orally or in writing to supervisor as required.
- Ability to understand, apply and use personal computers and software applications (e.g., Word, Excel, PowerPoint, Plunet, Adobe Acrobat).
- Ability to prioritize and problem-solve job-related issues.
- Ability to work as part of a team and with a diverse group of individuals.
- Ability to maintain confidentiality of information regarding company financial and other information.
- Ability to establish and maintain cooperative working relationships with others contacted in the course of work; teamwork and consensus-building skills.
- Customer service skills including ability to communicate clearly with clients.
- Ability to quote and process projects.
- Ability to carry out instructions furnished in written or oral form with attention to detail.

EDUCATION & EXPERIENCE

- Excellent command of the English Language
- Bachelor's Degree (with a focus on language desired)
- Bilingual strongly preferred but not required
- Previous internship or work experience in a related field required
- Experience working with Plunet or another CMS is a plus