

Argentina Jobs Expertini®

Account Manager, Language Services

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Company: Thermo Fisher Scientific

Location: Argentina

Category: arts-design-entertainment-sports-and-media

Establishes and maintains excellent relationships with internal/external clients, and production colleagues worldwide.

Gathers and analyzes new client requirements.

Collaborates with various members of the production to assess the scope of work and produce cost estimates when needed.

Triages client requests, and performs handovers to project teams.

Advises clients regarding best practices for translations and setting translation budget guidelines.

Helps clients and project teams troubleshoot issues that may arise during the project process.

Identifies improvements to existing workflows and processes.

May attend client meetings to support the generation of future project deliverables.

Responsible for collecting customer satisfaction data and act as a point of escalation.

We're looking for someone who has a bit more of a "sales" personality, who wants to "win work", who is experienced to go on a client meeting, preparing PowerPoints for a Sponsor in terms of translation, and has a broad localization experience. They would have to come with previous localization/translation experience, and then their title now is "account manager", "client services manager", possibly "program manager" or "sr. project manager", but both the program or the sr. PM need to have had client interactions on regular basis.

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