

Argentina Jobs Expertini®

Operations Specialist

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Company: Welocalize

Location: Argentina

Category: computer-and-mathematical

As a trusted global transformation partner, Welocalize accelerates the global business journey by enabling brands and companies to reach, engage, and grow international audiences. Welocalize delivers multilingual content transformation services in translation, localization, and adaptation for over 250 languages with a growing network of over 400,000 in-country linguistic resources. Driving innovation in language services, Welocalize delivers high-quality training data transformation solutions for NLP-enabled machine learning by blending technology and human intelligence to collect, annotate, and evaluate all content types. Our team works across locations in North America, Europe, and Asia serving our global clients in the markets that matter to them. www.welocalize.com

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

As an Operations Specialist, you will play a pivotal role in the day-to-day operations of the company, driving revenue and ensuring that customer commitments are met on time while maintaining the highest quality standards. This position will require a hands-on approach, strategic thinking, and exceptional organizational skills. You will be an early member of our operations team and have the opportunity to shape our most critical operational processes.

Main Duties

Build and drive critical operational processes to ensure day-to-day delivery of customer commitments.

Manage and oversee various aspects of daily operations including inventory, procurement, logistics, billing/invoicing, ticketing, timekeeping, project management, and customer service.

Assist Project teams with planning, scoping, requirements gathering and validation with client.

Create an effective feedback loop between the front line, product, strategy, and customers.

Collaborate with cross-functional teams, including Customer Operations, Product Operations, Data Analytics, HR, Finance, Talent/Procurement, Product Managers, and more to achieve company objectives and KPIs.

Conduct periodic audits to ensure compliance with standards and regulations.

Provide support in the onboarding and training of new employees.

Analyze operational data and metrics to identify areas for improvement.

Participate in process optimization projects and come up with creative solutions to bottlenecks.

Assist in financial budgeting and reporting.

Support multiple squads on rotation as needed.

Requirements

Advanced English skills.

Bachelor's degree in an analytics-heavy major (e.g., Engineering or Economics) and/or a graduate degree in Operations, Engineering, Economics, or Business.

Minimum of 2-4 years of experience in an operations role and/or a top-tier consulting firm.

Excellent communication skills, both verbal and written.

Strong organizational and multitasking skills.

An action-oriented mindset that balances creative problem-solving with the scrappiness to ultimately deliver results.

Proficiency in Microsoft Office Suite, with strong Excel skills.

Analytical, planning, and process improvement capability.

Other Relevant Skills

Experience with reading SQL or demonstrated analytical skills

Experience with resource management tools (e.g. Workday)

Analytical Thinking

Time Management

Attention to Detail

Team Collaboration

Process Improvement

Flexibility & Adaptability

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