

Argentina Jobs Expertini®

Quality Manager AIS

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Company: Welocalize

Location: Argentina

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

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.

The Quality Manager is the squad team member on a squad(s) that is responsible for ensuring that Welocalize meets client deliverable acceptance criteria. Performance includes, but is not limited to adherence to all client and project specific requirements, diversity of token in data delivered, and defect-free deliverables. The role is managing service delivery quality to the client or managing tasks or initiatives. This role is responsible for engaging with the customer to scope, and define quality requirements and document expectations and

working with production to ensure such requirements can be met. As part of ensuring adequate performance, the Quality Manager will monitor customer Objectives & Key Results (OKRs) and take necessary actions to ensure quality targets are met.

Main Duties

The following is a non-exhaustive list of responsibilities and areas of ownership of a Quality Manager:

Monitor deliverable performance on accounts managed by Program Squad(s) on which they are assigned. Flag and action areas of delivery that are performing beneath client thresholds.

Lead conversations with customers regarding quality while anticipating their needs, analyzing root causes, performing corrective and preventive actions, and escalation matters while maintaining client-facing quality-relevant documentation relating to language quality.

Adapt existing quality frameworks to ensure they are able to satisfy customer needs.

Escalate to leadership where existing frameworks are not fit for purpose and influence the creation of new, fit-for-purpose quality frameworks.

Work with Learning and Development team to ensure efficacy and maintenance of all available training, regularly reviewing performance data linked to learning content.

Customer point of contact for all quality-related matters.

Action when necessary to ensure quality SLA (client or Welocalize) is being met.

Monitor and flag deliverables performing beneath defined thresholds.

Initiate Quality Improvement Plan (QIP), RCAs or CAPAs, as needed. If QIP is deemed unsuccessful, inform Program team accordingly.

Ensure and execute and/or coordinate regular quality measuring for clients with LQA SLAs/commitments.

Regularly prepare and present quality reporting to clients as needed.

Support the development of customer initiatives, internal initiatives, or new processes.

Assess current processes to drive process improvements.

·Where required, train suppliers on customer and customer-specific tools.

Experience

Proven experience in fast-paced, client-centric, data-centric environments.

Experience and proven track record in data structures, queries, and analysis.

Knows well the principles and practices used within Quality.

Excellent communication skills with the ability to present structured arguments to diverse audiences, incl. colleagues, customers and vendors, and influence others.

Knowledge of the AI data services industry and a keen interest in its technology, process, competitive landscape, and emerging trends.

Strong in problem-solving with attention to time constraints while being accountable for the quality of the deliverables.

Flexible attitude with the ability to manage multiple priorities in a fast-paced, time-sensitive, and deadline-driven work environment.

Problem-solving mindset that can proactively assess and mitigate risk. Creative thinking in identifying areas for improvement is desirable.

Solves standard situations independently and in line with company policies and procedures.

Can work within a team, contributing to the team's success, or work independently as needed.

Ability to prioritize ongoing projects based on business needs and urgencies that can arise.

Excellent communication skills (written and verbal, fluent in English). An additional language at a fluent level (both verbal & written) preferred.

Experience with partner and customers direct communication would be an advantage.

Experience in Agile Methodology and/or Lean Six Sigma is an advantage.

Supervisory Responsibilities:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

The role may manage a team or serve as a contact for external resources.

Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Key Competencies

Is a strong **Listener** and effective **Collaborator**.

Understands the importance of **Objective & Key Results (OKRs)** and is **Results Orientated**.

Actively drives **Performance** and **Delivers** results.

Proactively develops clear solutions to complex problems.

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