

Argentina Jobs Expertini®

Senior Quality Coordinator AIS

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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.

The purpose of the role varies, depending on the assigned function stream:

Quality Operations – Supports Operations team in delivery of services ensuring client and company specific quality standards are met.

Quality Process Excellence – Supports the development of processes and improvement effort for the short term.

Main Duties

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

Depending on Focus Area:

May analyze data on quality and vendor performance, produces statistical quality reports and creates related documentation on RCA, QIP and CAPAs - with limited support from Managers. Plans and coordinates LQAs, analyzes scores and follows up with resources on fails results - with limited support from Managers.

May educate resources on LQA arbitration workflow and best practices, provides support during arbitration process. Escalates if any reply is delayed.

May monitor results and follow up with resources where quality expectations are not met.

Analyze RCAs provided by resources and request clarifications, as necessary. Provides support to resources with regards to preventive and corrective actions.

Is responsible for completion of tasks & responsibilities within the assigned function stream.

May own a portfolio of designated accounts and support with data analysis for conversations with customers regarding quality while anticipating their needs, analyzing root causes, performing corrective and preventive actions, and escalation matters while maintaining client facing documentation.

May support the development of new processes and assess current processes to lead and drive process improvements.

Training and support

Coordinates and/or supports the delivery of trainings to internal and/or external resources.

Analytics, Reporting, Knowledge and Asset Management.

May contribute to preparation of presentation for QBRs or other Quality initiatives.

May analyze data or create reports related to performance, trends, and other statistical quality reports.

May maintain language assets (creation and maintenance of glossaries, style guides, TMs, etc.).

May execute the quality framework initiatives.

Communication

Organizes and hosts meetings with different stakeholders as applicable - with support of Manager.

Authors and sends communications to external resources regarding process or specific changes.

Collaborates and coordinates across all Quality Focus areas as required.

Experience

Experience and proven track record in Localization Vendor Coordination, Language Team coordination or Quality coordination specifically and advantage.

Working experience in an ISO quality certified translation company an advantage.

Fluent in English (both written and spoken); an additional language at a fluent level (both verbal & written) preferred.

Demonstrates good negotiation skills and situational awareness.

Detail oriented and process driven.

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

Takes initiative and ownership to get the job done.

Team player with the ability to problem-solve and show initiative.

Results driven work ethic with high Energy and Enthusiasm levels.

Ability to manage multiple priorities in a fast-paced, time-sensitive, and deadline-driven work environment.

Ability to adapt in changing work environment.

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

BA Degree but experience in the industry in lieu of Degree acceptable. Fields: Linguistics, Foreign Languages, Modern Languages, Translation, or related fields.

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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