



TRANSCENDING YOUR LANGUAGE BARRIERS

Translation/ Localization Project Manager

Overview:

Mile High Multilingual Services, Inc, headquartered in Denver CO, is seeking an experienced Translation and Localization Project Manager (PM) who has worked successfully in the language services industry. The project Manager will oversee and perform project management on established and new language-related contracts. The PM will manage a team of freelance linguists, editors, desktop publishers, and QC specialists, as well as manage operational aspects of ongoing translation contract-related tasks. The PM will provide exceptional customer service to the company's clients, vendors, and/or freelance translators, and exercise great communication skills, mainly by phone and email, and in person, as required.

Responsibilities:

- Prepare and deliver required contractual reports and performance metrics for language programs
- Manage 5 – 15 ongoing projects simultaneously
- Ensure databases are updated in a timely manner
- Provide estimates for translation work according to contract requirements
- Manage and recruit linguists, vendors, and in-house resources on a continual basis
- Deliver projects and assignments to clients on time
- Demonstrate effective communication with clients, vendors, and internal team members
- Select, manage, and monitor external vendor teams
- Exhibit commitment to quality production processes and quality assurance
- Supervise the work of the translators, staff and ensure all deadlines are met (based on the contract requirements)
- Scope and quote translation and localization projects for identified clients.
- Plan and monitor projects to meet deadlines, quality, and budget requirements.
- Manage client relationships and serve as the primary day-to-day contact for clients.
- Provide support and input to internal teams and clients, including education about the localization process, as required.
- Collaborate with international production teams to create, implement, and maintain appropriate client- or project-specific procedures, solutions, checklists, and instructions.
- Ensure the accuracy of financial project data, workflows, schedules, and processes to maximize efficiency and profitability.
- Resolve questions and issues in a timely and effective manner for clients and internal teams.
- Organize and participate in client meetings.

Requirements:

The ideal candidate will meet the following minimum requirements:

- Bachelor's or advanced degree from an accredited institution
- Two or more years of related project management experience with specific experience in the language translation industry
- US citizenship
- Translation workflow experience



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- Proven knowledge of industry-related tools (CAT, OCR, TMS, etc.)
- Experience with translation standards - ISO 17100 knowledge a plus
- Experience with Microsoft Office Suite, especially MS Word, MS PowerPoint, and Excel
- Strong interpersonal, verbal, and written communication skills with the ability to write, edit and update standard operating procedures
- Ability to work as part of a team
- Ability to learn quickly, troubleshoot, resolve issues, maximize system functionality, and provide input on process automation
- Ability to prioritize tasks, work under deadlines, and juggle multiple tasks/assignments
- High level of motivation and initiative
- Ability to work some evenings and weekends, as required
- Localization experience is required
- Strong customer service, negotiation, and problem-solving skills
- Demonstrated self-motivation and flexibility to work independently, and as part of a team but also under supervision
- Professional and consistent communication with clients and internal team
- Attention to detail
- Excellent organizational, planning, and multi-tasking skills
- Ability to provide clear directions and guidance to a small team

Benefits

- Top health/dental/vision insurance plans
- Life/STD/LTD and employee assistance program benefits paid by the company
- Holidays and Paid Time Off (PTO)
- Professional development and growth opportunities in the localization industry
- Training in new tools, technologies, and processes

Location: This position can be in-person or remote

Pay: based on experience and salary history

If you are interested in and qualified for this position, please send us the latest version of your CV to pilar@mhmultilingualservices.com and Richcrowley@mhmultilingualservices.com