



White Globe

White Globe is a leading Language Service Provider offering Translation & Localisation services in more than 300 Foreign and Indian Languages. These services are mainly used by MNC Companies who do business in multiple languages or Indian Multinationals with Global presence. In a short span of two years White Globe is already servicing more than **400 clients** across the globe including several **Fortune 500** Companies. In the last two years, White Globe has won several Industry leading accolades like **“The Company of the Year 2018 by Silicon India”** and **“The Most Admired Language Service Provider in India, 2018 by “Insight Success and CEO” of the Year 2019 by Business Connect.**

White Globe services are backed by advanced technology and an innovative knowledge centre. The services are delivered maintaining very high level of Quality by a team of highly competent project managers and delivery professional. White Globe offers a dynamic work environment to encourage innovative thinking and honing one’s leadership skills

To meet its growing business needs, White Globe is looking for young, dynamic and enthusiastic Project Manager to lead a team of Project Managers and contribute in building an excellent Project Management and Service Delivery Team. The incumbent would be part of the Project Management and Service delivery team and would be responsible for managing projects, ensuring quality, accuracy, meeting deadlines etc.

The role would include assignment of projects to internal resources/linguistic consultants and coordination for timely delivery. The person should be an excellent communicator and have superior people skills. He/ She must be comfortable presenting products or services over the phone as well as dealing with complaints and doubts.

Please visit: www.whiteglobe.co.in

POSITION DESCRIPTION SUMMARY

Function: **Service Delivery**

Location: Mumbai

Position Title: Sr Manager Projects

Reporting To: Head-Service Delivery

I) Position Summary

Key Objective / Purpose of the Job:

The incumbent would be responsible for the deliveries of assignments to clients within agreed timelines and maintain high quality standards. The position would require managing a team of Project Managers who in turn are managing a team of linguistic experts and consultants with different competencies while fulfilling client requirements. The client interactions would include developing wider and deeper relationships with potential and existing customers to position White Globe as a preferred partner for Translation and Localisation Services. The responsibilities would include setting-up process, benchmarking, implementing best practices. The position will be accountable for ensuring high quality translations and providing outstanding service to its clients.



b) Major Activities

- 1. Quote** – Provide Inputs to the project coordinators and pre-sales team to work on project costs. Screen the text for complexities, gauge appropriate translators and analyse the text to guarantee the word count is accurate.
- 2. Linguistic understanding** – Lead the team of Project coordinators in Understanding the text and what is required for translation. Lead the team as the last linguistic expert who will see the text before translation and often pick up on anomalies that the client may not have noticed.
- 3. Select appropriate translators** – Lead the team of Project Coordinators To select the right Translator by considering the translator’s strengths and if they have the ability to produce the desired style and standard in a translation. Also, appreciating a translator’s workload and knowing if they can complete the work on time.
- 4. Handle translator queries** – Lead the team of Project Coordinators To guide the translators on queries, on what is or isn’t to be translated to concerns about the terminology or content in general. To distinguish between queries the client needs to answer and those which can be dealt with internally, saving the client time and hassle.
- 5. Manage project timelines** – Lead the Project Coordinators to ensure The turn-around time of a translation is non-negotiable Ensure receiving the original text from the client on time, handling queries effectively and selecting translators who can achieve the goals set at the beginning of the project. Work smart to know when time can be saved by taking advantage of different time zones or multiple translators, without of course compromising on quality.
- 6. Ensure quality** –Lead the team of Project Coordinators to ensure high quality delivery. Quality check their translators’ work before returning it to the client. This would cover elements like un-translated text, formatting and layout and even questionnaire inserts, scales and coding etc.
- 7. Customer Delight** – On time delivery, high quality translation with the least hassle possible and all delivered with great service. Drive “Preferred Partner” Status with all the White Globe Clients
- 8. Brand Positioning-** Position White Globe as the highest quality Translation and Interpretation Services Provider in the Indian Market

II) Person Specification:

a) <u>Essential Qualifications:</u>	<ul style="list-style-type: none"> ◆ Graduate (Preferred Graduation in any Language) ◆ PMP Certified
b) <u>Requisite Skills:</u>	
➤ <u>Technical</u>	<ul style="list-style-type: none"> ◆ Aware of various Quality Management processes ◆ Good Project Management/Service Delivery skills ◆ Knowledge of various File formats and Desktop Publishing Services ◆ Knowledge of one or more Foreign language preferable ◆ Good Relationship Management skills ◆ Good Presentation & Analytical skills
➤ <u>Behavioral</u>	<ul style="list-style-type: none"> ◆ Ability to handle high pressure situations



	<ul style="list-style-type: none">◆ Attention to detail◆ Ability to adhere to strict timelines◆ Ability to maintain company image and effectively manage customer expectations
<i>c) <u>Work Experience</u></i>	<ul style="list-style-type: none">◆ Should have worked in a Service Industry, in a Project Management/Service Delivery Role . Preferably Language Service Industry◆ Around 5-10 years' experience