



## Resource Manager

## Responsibilities

Language Network, Inc is looking for a bright, self-motivated resources manager to join our team and work on recruiting, onboarding and maintaining solid relationships with all Language Network providers. Additionally, you'll support our team in collecting data related to provider performance to ensure continuous improvement, as well as compliance with our internal and external requirements. This role is a critical position on our Finance and Admin team to meet our gross margin and fill-rate targets.

- Recruiting new linguists: from resume evaluation to screening based on current and anticipated needs
- Onboarding linguists: negotiating rates, sending Service Agreements and other onboarding documentation, and adding linguists to the database in a timely manner
- Writing and posting adverts on relevant online platforms
- Promoting newly recruited linguists to the relevant internal operations teams.
- Monitoring resources across all languages to ensure that the company is able to manage growth sustainably
- Monitoring linguists' performance, and reporting on their KPIs
- Assisting the Interpreting and Translation Services teams with ad-hoc recruitment for time-critical assignments
- Establishing, building, and maintaining professional relationships to ensure linguist retention and engagement.
- Active management of vendor profiles in database and ensure data is accurate and validated
- Keeping abreast of industry standards and developments
- Attending meetings to discuss business needs
- Creating regular recruitment plans together with management
- Completing any tasks that are deemed appropriate for the role

**Role:** Full-Time, US Time Zone, Remote Position



## Qualifications

- Detail-oriented, organized, efficient, with good prioritization skills
- Data and results-driven approach to daily tasks
- Ability to build, maintain and grow relationships in a professional manner
- Excellent communication and negotiation skills
- Excellent organization skills and ability to multitask
- IT Proficient, including MS Office, Google Workspace
- Excellent customer service
- Full familiarity with established linguist credentialing programs and standards
- Experience in translation project management, interpreter coordination or recruitment is a plus
- Understanding of CAT tools preferred
- Assertive and results-oriented
- Ability to work and solve problems independently

## Overview

Language Network, Inc is a family of language companies across California and Washington and focused on serving the Western United States. We provide language solutions specializing in on-site interpreting, remote interpreting via telephone or video, and document translation. Our interpreting and translation solutions allow a diverse array of clients (healthcare, education, social services, nonprofits, local government, and private companies) to deliver relevant services and products to their consumers in over 200 languages.

We were founded on the principle that great service that is helpful and responsive, is, and always will be, our key differentiator. We believe that making our clients' lives easier and delivering an entrepreneurial approach to language services and exceeding expectations allows us to develop and maintain strong client relationships, and hence to grow our business. We are driven by our core values: HEART and believe by living these out our culture thrives, our linguists are better served, and our clients receive great care. Please visit us at <https://www.languagenetworkusa.com/who-we-are> to learn more.

Language Network, Inc offers a great place to contribute and be a part of a team with a flexible and balanced work-life set up. Having been founded by a husband and wife team; who grew the company and raised a family at the same time- we hold these values dear- work-life balance and flexible work schedules.