



Employer Name: TransPerfect

Position Title: Account Coordinator, Client Services

Location - City, State: New York City, New York

Industry: Management Consulting

Job Description:

Job title: Account Coordinator

FLSA status: Exempt

Department: Client Services
Director

Reports to: Sr. Account Manager/Group Account

Position Summary:

The Client Services team is a global group of account management professionals who specialize in the areas of Website, Software, eLearning and Gaming Localization, Website Development, Enterprise-wide Relationships and Program Management. The Client Services team is seeking a goal-oriented, energetic and talented individual who has a passion for problem-solving. The Account Coordinator is an entry-level position that supports the front-line account management and sales professionals responsible for retaining and growing client relationships.

Position responsibilities:

- Respond to client requests for new project initiatives. Collaborate with various members of the production and sales teams to assess the scope of work and produce cost estimates.
- Grow existing client relationships through service and technology lead development.
- Win new client relationships by attending sales meetings, participating in sales calls and preparing RFP responses and cost estimates.
- Take a proactive role in learning about clients' industry, business needs and company culture, educating the project team, identifying new business opportunities and providing a high level of service.
- Monitor and communicate project progress, ensure strict adherence to deadlines and budgets and ultimately produce high quality deliverables.
- Serve as the primary point of contact for client contacts.
- Set and fulfill client expectations.
- Perform other special projects or duties when required.

Essential skills and experience required:

- Minimum Bachelor's Degree from a 4-year college or university
- Experience in customer service
- Superior written and spoken communication skills in English
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Must be able multitask in a fast-paced environment, work well with people from a variety of different backgrounds and cultures, build relationships with clients and co-workers, work independently and as part of a team, take active measures to solve problems and commit to a high level of service.



Valued but not required skills and experience:

- Knowledge of a second language

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions:

While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Finally, the employee generally works in an indoor office environment; working hours beyond the normal workweek may be required.

Duration: permanent

Job Functions: Engineering - Web / Software

Employer Description: For more than 20 years, TransPerfect has provided comprehensive language and technology solutions to help our clients communicate and conduct business more effectively in a global marketplace. Equipped with a quality management system certified to both the ISO 9001:2015 and ISO 17100:2015 standards, TransPerfect provides a full array of language and business support services, including translation, interpretation, multicultural marketing, website globalization, subtitling, voiceovers, staffing services, e-learning and training, and legal support services. TransPerfect also offers a suite of next-generation technologies that significantly reduce costs and improve consistency throughout the translation process, making TransPerfect the vendor of choice for the world's leading multinationals. With annual revenues of over \$550 million, TransPerfect is the world's largest privately held provider of language services and technology solutions. From offices in more than 90 cities on six continents, TransPerfect offers a full range of services in 170+ languages to clients worldwide. With an unparalleled commitment to quality and client service, TransPerfect is fully ISO 9001 and ISO 17100 certified. TransPerfect has global headquarters in New York, with regional headquarters in London and Hong Kong.

Employer Locations: New York City, New York

Allowed School Years: Senior

Allowed Majors: All majors allowed

Work Authorization Requirements: US work authorization is required