

Partner Engagement Manager

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Company: Welocalize

Location: Romania

Category: other-general

MAIN PURPOSE OF JOB

The Partner Engagement Team is responsible for measuring, monitoring, and optimizing performance of suppliers within a particular set of languages. Performance includes, but is not limited to, on-time delivery, adherence to all client and project specific requirements, and defect-free deliverables. This Team is responsible for understanding customer capacity requirements as communicated by the Program Squads and liaising with Talent Procurement to ensure such capacity requirements can be met. As part of ensuring capacity, the Partner Engagement Team will monitor supplier utilization and advise supplier selection to the Program Squads accordingly.

MAIN DUTIES

The following is a non-exhaustive list of responsibilities and areas of ownership of Partner Engagement Manager:

Through engagement with Program Squad, make data-driven decisions regarding the most suitable resources for a specific account and/or content specialty. Suitability may be based on quality, OTD, market / language strategy, capacity needs, content specialty, or client specific requirements.

Responsible for overall performance (internal & external resources) of the languages, capacity planning, resource utilization, OTD, and quality.

Liaise with Program Squad to understand customer capacity requirements and take

appropriate actions to ensure such requirements are consistently met.

Lead communication and onboarding of resources to (new) client programs, ensuring device set-up and management, account access, availability and suitability for such work.

Lead offboarding of resources per Welocalize and Client related guidelines.

Participate in the new projects or pilot programs to assure coverage, required SME profiles and training materials.

Maintain resource skilling as it pertains to clients / Pantheon (proprietary) programs / Client tools

Maintain/update training materials for program assigned resources.

Monitor utilization to ensure resource usage is in alignment with strategies as defined by Program Operations, Partner Success, and Language Operations. Engage with Program Squads should adjustment in resource usage be necessary. Verify utilization and sign-off for billing purposes.

Communicate with and support Talent Procurement in the creation of new recruitment campaigns to identify and onboard new resources to Welocalize. Open RFRs and job requisitions, organize candidate tryouts and participate to interviews.

Ensure regular quality measuring of resources in alignment with Welocalize LQA strategy and client account requirements.

Monitor and flag resources performing beneath defined Welocalize thresholds. Resource performance is inclusive of OTD, time-to-accept task, language quality, adherence to instructions, etc.

Initiate and drive Quality Improvement Plan (QIP), Performance Improvement Plan (PIP), RCAs or CAPAs, as needed. If QIP is deemed unsuccessful, inform Talent Procurement. If PIP is deemed unsuccessful, work with HR and Management to manage performance and, if applicable, replace the resource.

Initiate and drive KPI related arbitrations in line with production and/or Quality teams

Liaises with clients on resource-related matters, new LOBs, changes in language team structure,

etc.

Address client's performance related escalations

Sign-off quality feedback between various vendors involved in the program

Facilitate QBRs (Quarterly Business reviews) by preparing and presenting KPI/utilization/LOB related data.

Gives technical support and process training to the resources. Drives the adoption/utilization of new tools and processes. Promotes process improvement.

Attend Client meetings.

QUALIFICATIONS AND REQUIRED SKILLS

Education & Experience

University degree in Translation/Applied Languages or equivalent combination of education and experience

3+ years of experience in translation/localization

Proven experience in a fast-paced, client-centric environment, ideally in the translation or localization industry.

Excellent e-mail management skills

Knowledge of the language services industry and a keen interest in its technology, process, competitive landscape, and emerging trends.

Adept at data literacy; ability to produce reports and to understand and utilize data to make decisions.

Basic understanding of project management, costs and margin behavior

Flexible attitude with the ability to manage multiple priorities in a fast-paced, time-sensitive, and deadline-driven work environment.

Problem-solving mindset that can proactively assess and mitigate risk.

Can work within a team, contributing to the team's success, or work independently as needed.

Ability to prioritize ongoing projects based on business needs and urgencies that can arise.

Excellent communication skills (written and verbal, fluent in English).

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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