

Position Title: Language Services Coordinator

General Statement of Job Duties and Responsibilities

The Mayor's Office of Immigrant Affairs (MOIA) promotes the well-being of immigrant communities by recommending policies and programs that facilitate successful integration of immigrant New Yorkers into the civic, economic, and cultural life of the City. MOIA is one of the lead agencies for IDNYC, New York City's successful municipal ID program, and is spearheading ActionNYC, a program providing immigration legal services for every immigrant New Yorker, as well as a number of other initiatives to expand access to justice for immigrant communities. The work of the Office cuts across a broad range of issues citywide—for example, workers' rights, health equity, and language access—and MOIA works closely with sister cities around the country to promote immigrant inclusion.

MOIA works with city agencies to promote and facilitate access to services for immigrants and limited English speakers. As part of MOIA's Interagency Initiatives and Language Access unit, the Language Services Team ensures that materials are translated, events are accessible to limited English speakers through the presence of in-person interpreters, and staff have access to telephonic interpretation 24/7. Under the direction of the Language Services Manager, the Language Services Coordinator will work with language service providers and other partners to support the delivery of multilingual information and services to support programmatic and communications efforts of MOIA and other Mayoral offices. In addition, since COVID-19, demand for translations has increased significantly. Recent events and new responses to the pandemic have expanded the rush communication needs of MOIA and City Hall. The nature of the crises requires a broad coverage of languages to ensure that critical information (e.g., curfew, social distancing, etc.) reaches all communities. The Language Services Coordinator will effectively manage translation and interpretation requests, including rapid response, time sensitive, COVID19 requests.

Typical Tasks

- Support day-to-day translation project management
 - Respond to standard and rapid response COVID19-related requests
 - Liaise with vendors and internal clients
 - Track and troubleshoot projects
 - Deliver final translations following project instructions, guidelines and deadlines
- Coordinate virtual interpretation requests
- Build and maintain resources to improve language service delivery (style guides, glossaries, term bases, translation memories, etc.)
- Assist in translating, editing and typesetting English to Spanish materials.
- Work with vendors and the City's Volunteer Language Bank to provide secondary reviews for translated materials
- Reconcile invoices from multiple language service providers
- Track and analyze demand for services and budget
- Assist in the expansion of language services across other mayoral offices, including providing training
- Assist with monthly and yearly reporting of translation and interpretation indicators
- Assist in the procurement of new language services and equipment, as needed
- Assist with other language access projects, as needed
- Assist with monthly and yearly reporting of translation and interpretation indicators
- Assist in the procurement of new language services and equipment, as needed

Knowledge, Skills, and Abilities

- A bachelor's degree with 1 to 2 years of professional experience in a relevant field is required
- Excellent project management, organizational, and analytical skills
- Experience in the language services industry required
- Professional fluency in a foreign language required
- Experience with translation and/or interpretation required
- Experience with WebEx, Zoom and/or Microsoft Teams preferred
- Experience juggling multiple priorities and responding to time-sensitive requests
- Strong time management skills and experience working with multiple stakeholders to address problems
- Diplomacy, tact and excellent judgment
- Self-starter who can take initiative and work both individually and as part of a team
- Ability to think creatively, embrace new approaches, and pioneer innovative solutions to intricate problems
- Strong written, verbal, and interpersonal communication skills
- Able to occasionally work weekend and/or evenings
- Highly professional demeanor
- Proficient computer skills (Word, Excel, PowerPoint and Outlook)
- Proficiency in CAT Tools, such as SDL Trados Studio and MultiTerm, preferred
- Familiarity with Adobe applications, such as InDesign and Illustrator, preferred

Rate: \$27.50/hour

Hours: 35 hours per week

Timeline: The position is funded through September 30th with the possibility of an extension.

To Apply: To apply, submit cover letter, and resume to Santiago Torres, STorres1@moia.nyc.gov.

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