



Client Manager Job Description

Ideal Traits

- Entrepreneurial
- Transparent
- Action/Results-oriented
- Detail Oriented
- High achiever
- Autonomous
- Displays leadership
- Team player
- Social
- Upbeat
- Confident
- Hard working
- Passionate
- Analytical
- Organized
- Process driven
- Willingness or interest in living abroad and ability to travel as needed
- Experience in the industry and proficiency with any applicable commonly used industry technology
- Ability to manage multiple projects at one time with strict attention to details
- Excellent listening, verbal and written communications skills in English
- Business-level proficiency in a foreign language

Scope

- Enlist new clients and make the jobs of current clients easier by doing their language-related projects
- The Client Manager reports to the Production Manager and/or General Manager

Role and Responsibilities

The Client Manager is responsible for managing a portfolio of accounts. Responsibilities include, but are not limited to:

Client Management

- “Cold calling” and socializing with prospective clients as needed
- Writing content for online publication
- Maintaining consistent contact with all assigned clients and companies to secure new projects
- Producing and presenting client proposals, quotations, status and budget reports as required
- Meeting with clients and companies on an as-needed basis

- Documenting all necessary information within BURG's databases in a timely and accurate manner
- Receiving client requests with all necessary information exchanges
- Following up on account receivables when necessary

Project Management:

- Analyzing files for translation
- Providing accurate quotes
- Selecting appropriate use of technology and methodology
- Tracking, delivering, invoicing and following up with projects
- Following up on all assigned client projects to ensure their timely delivery and satisfaction
- Assessing future business potential with current clients

Vendor Management:

- Procuring, managing and negotiating with vendors
- Providing active support for language providers through reference materials, glossaries, formatting support, etc.

Other duties as assigned by the Production Manager and/or General Manager, including but not limited to, attending trade shows when necessary

Performance

The metrics used to measure the Client Manager's performance will be derived entirely from our performance review. These metrics may include, but are not limited to, the following categories: client focus, innovation, organization, execution, collaboration, and career development.

Core Commitments

- **CARE** – Care about what you're doing. All day, every day.
- **THINK** – Use this rule of thumb to make good judgement: Clients > Team > Individuals.
- **CONTROL** – Identifying your goals for the day, have a system for consistently achieving those daily goals and document what you do in great detail. Document everything.
- **DO** – Act with urgency, speak up when you need help, stay positive and make it happen.
- **SHARE** – Share your feelings, opinions, and knowledge. Share your openness to be coachable. Embody the phrase, "you can count on me".
- **MASTER** – Aim for mastery and never stop learning

Preferred Operating System & Software Proficiency

Formal training in MS Office, Adobe products, and video tools.

Compensation & Benefits

- Salary and bonus
 - \$50,000 per year
 - 4.5% commission on new non-referral accounts for the first 2 years
 - Approximately 1.25 - 2.5% in bonus on all invoiced projects performed conditional on performance review and relationship with client.

- Stipend and reimbursement:
 - 2016 Healthcare stipend paid every November: \$4000
 - 2016 Transportation reimbursement: \$255/month
- Mobile phone
 - For work in case of client issues

INTERESTED PARTIES should submit a detailed resume to:

lodopass@burgtranslations.com

Subject line: “**Client Manager Position = First Name Last Name**”