



Translation & Interpretation Co-ordinator – Job Description

BRÄHLER ICS UK Limited is the UK division of **BRÄHLER Konferenztechnik ICS**, an established and well-respected multinational organisation based near Bonn, Germany. The companies' principal activities are the rental and sales of conference communications products and services to our multinational client base.

These products and services include

1. 1. Simultaneous Interpretation Equipment

We travel worldwide delivering, installing, and operating high quality language interpretation systems which use equipment designed and manufactured in our factories. Our customers benefit from designs that have drawn on our many years of industry experience. Please find attached our rental brochure.

2. Interpreter Teams

The role of the simultaneous interpreter is central to the success of any multi-lingual conference or meeting. Teams of interpreters listen to the speaker, provide an interpretation of what has just been said and continue interpreting until the speaker has finished. This allows all delegates to hear the speech at the same time in their native language, allowing an uninterrupted conference to take place as if all delegates were speaking only one language.

3. European Works Council meetings

European Works Council meetings bring together speakers of many different languages to negotiate collectively. Therefore, every participant must be able to communicate to all the others as well as understand them. We have the necessary technical knowledge and event experience; you can be assured that language will not be a barrier at your next multi-lingual conference or international meeting.

4. Translation Services

Brahler UK can also provide document translation services including translation of meeting presentations and minutes into all conference languages. Please contact us for all your translation requirements.

5. Microphone Discussion Systems

Our DIGIMIC® systems are for meetings large or small where full interactive discussions take place, allowing all participants to have quick and easy access to broadcast quality microphones. DIGIMIC® units feature built in loudspeakers and are ideal for meetings that need recording, or broadcasting over the internet.

6. Digital Wireless Voting Technology

Voting keypads for interaction in a huge range of situations, including sales and marketing meetings and quiz shows. Let DIGIVOTE® empower and involve your audience.

7. Audio Visual Equipment

We have the capability to provide sound, video, projection, lighting, rigging, staging, sets, and labour for functions of all sizes. We cater for conferences and events, such as training seminars, sales meetings, fashion shows, award ceremonies, product launches, and roadshows.

In addition to these key activities, we also help customers by providing,

- Portable radio tour guide systems for factory tours or small whispered language interpretation.
- Microphone queuing systems; often used at Party conferences or trades union meetings.
- Access to our World-Wide rental network. We can help clients organise meetings in practically any country with one call to our UK offices.

Reporting to

The Operations Manager

and working with Translation & Interpretation Project Manager

Based

Cambridge Office

Company Objective

To provide an exceptional service to all our customers/clients that delivers results above and beyond expectation owing to the quality, reliability, and attention to detail of the company's employees, and to develop and manage the service in such a way as to achieve the budgeted sales and profitability targets.

Job Objective

To work within the Rental team to provide an exceptional quality service to all customers / clients within your allocated projects and ACT database, while maximising sales and profit revenue to achieve the company objective through effectively and efficiently communicating on a regular basis with all your customers / clients.

Translation & Interpretation Co-ordinator

Main Duties

- 1) To assist in the sourcing of Interpretation teams for Rental Department events throughout the world.
- 2) Preparing and issuing Interpreter Rental Department quotations following the company guidelines and within profit margins / targets.
- 3) To assist in the translation of projects as required
- 4) Liaising with all internal business functions
- 5) Issuing of interpreter & translator contracts
- 6) Issuing of purchase order numbers to interpreters & translators
- 7) Development of new external business opportunities, Translation and Consecutive interpreting etc.
- 8) Communicating effectively, efficiently and regularly with all interpreters / translators / customers / clients within the ACT database.
- 9) Customer / Client administration maintaining accurate records of all interpreters / translators / customers / clients within the ACT database.
- 10) Liaising with all internal business functions.
- 11) While developing and maintaining business relationships with all Interpreters / Translators / Customer / Clients within the ACT database.
- 12) Promotion of all Brähler ICS rental activities.
- 13) To answer telephones in accordance with the company guidelines

Personal Qualities / Experience

- 1) Polite / friendly / helpful
- 2) Self Motivated with a Positive client friendly attitude
- 3) Excellent selling and telesales skills
- 4) Excellent communications skills
- 5) Professional image
- 6) Pro active
- 7) Self Confident
- 8) High Degree of Initiative
- 9) Resilient
- 10) Previous industry experience
- 11) Ability to work under pressure
- 12) Experience of Easyjob & ACT – ideal but not essential
- 13) Good experience of Computer software programs, windows, excel, access

Training

Supervised on site training will be provided.

Hours

An office based position with hours of 09:00 until 17:30 Monday to Friday with one hour for lunch.

Holidays

1½ days per month worked up to the end of one year. Thereafter, 20 days per annum plus all national holidays.

Benefits

Free BUPA health cover (after 1 year qualifying period)
Company accident cover (covers work and leisure activities & includes accidental death cover payout, after 1 year qualifying period)
Company travel insurance

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