



フルリモート Language Operations Squad Lead | 日本全国のどこからでも仕事できる！

グローバルな言語サービスのリーディングカンパニー

Job Information

Hiring Company

[Welocalize Japan K.K.](#)

Job ID

1577771

Industry

Interpretation, Translation

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

6 million yen ~ 7.5 million yen

Work Hours

8 hours Mon-Fri, which flex hours

Refreshed

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General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The Squad Lead is responsible for delivering language services and solutions to Welocalize accounts. The Squad Lead manages or directs a team (i.e., squad) that works together for delivering language services. The squad lead engages with account teams to understand client requirements, engages internal and external resources in the fulfilment of those requirements, crafts and delivers client solutions. These solutions are based on the Welocalize Four Pillars of Customer Service, Quality, Innovation and Global Teamwork. The Squad Lead acts as the spokesman and facilitator of the Squad and is accountable for achieving assigned Objectives and Key Results (OKRs).

MAIN DUTIES

The following is a non-exhaustive list of accountabilities and responsibilities of a Squad Lead:

Overall

- In concert with Language Operations leadership, define quarterly Squad OKRs in alignment with the company OKRs.
- Define squad roles and responsibilities based on achieving OKR results.
- Measure and report OKR result progress on a weekly basis; proactively identify actions and opportunities to achieve and exceed objectives.
- Responsible for performance management (supervision, coaching, career development, and people activities such as time off and expense approval) of direct reports.
- Design, implement, and deliver language services solutions.
- Monitor financial and operational metrics (KPIs). Implement and execute improvements resulting in optimised customer solutions, operational leverage, improved cost per word sold, resource productivity and capacity utilization.
- Facilitate effective interaction and encourage synergies between the different roles within the Language Operations.
- Drive the adoption of existing and new production tools (e.g. Relay, PBI, WD) in compliance with defined processes and procedures.
- Oversee and/or handle issue management: client escalations, CAPAs initiatives, vendor performance or internal escalations.
- Point of escalation for Squad team members.
- With the squad team, manage and forecast team capacity. Determine when capacity must be increased or reduced based on financial and operational performance metrics.
- Responsible for training of new Squad team members.
- Drives their squad's success in the assigned functional area of responsibility of Language Operations department:
 - **Internal Linguists and Language Lead services:**
 - Leading a team of translators, reviewers, linguistic testers, language leads, interns etc. for a language or for a grouping of languages
 - Execute delivery of language lead service offering for the assigned language(s)
 - Designates the right linguists to partner with Talent (Assessment) to create appropriate testing instruments for partners per language and content types.
 - Supports directing and through team members the developing talent initiatives (internships, emerging markets programs) for the assigned language(s).
 - Supervise overall OTD, quality and cost per word of their squad.
 - Supports team members with improvement actions.
 - Manages capacity and utilization of squad members
 - Manages own translation/review projects, as assigned
 - **Capacity management, resource utilization and worker performance management for the assigned languages:**
 - Leading Partner Engagement Managers towards achieving success in their role (resource recommendation, skilling, customer capacity planning, quality trend analysis etc)
 - Using business intelligence to manage worker capacity, utilization and performance and for making recommendation for changes, including for adjusting the strategy for the assigned languages
 - **Language project management**
 - Managing the Language Project Management team
 - Management of language projects: management of multiple translation projects for key accounts and allocated languages.
 - Planning the allocation of work with adequate resources, being a liaison between project managers and linguists
 - Obtaining all relevant project specifications from internal customers and transmitting project requirements to production teams.
 - Ensuring the highest level of delivery quality through risk assessment and active management of the translation workflow.
 - Monitoring the performance of production resources on specific projects, as well as customer satisfaction and managing relevant feedback.

Key competencies:

- Ability to think strategically and articulate ideas and plans with the professional maturity to participate at senior management level.
- Knowledge and awareness of business trends
- Can lead supplier meetings and capture requirements and set success factors.
- Takes ownership for driving progress (weekly) and can make informed decisions
- Can drive change across processes, roles and expectations in the area of responsibility.
- Drives Squad collaboration – facilitates decision making and actions in the context of delivery to the customer.
- Actively drives their team and has a positive Impact.
- Shows good negotiation skills and situational awareness.
- Can establish & develop language operations processes and procedures as part of a client program in alignment with Welocalize tools and systems.
- Provides mentoring & coaching to all squad team members across all roles.
- Requires customer centric approach and attitude to managing all aspects of the business.

Required Skills

REQUIREMENTS

Experience

- Proven vendor management or linguistic experience in a fast-paced, client-centric environment, ideally in the

translation or localization industry.

- Proven ability to lead diverse teams, both local and remote.
- Knowledge of the language services industry and a keen interest in its technology, process, competitive landscape, and emerging trends.
- Curiosity and creativity to question existing processes and approaches and innovate new ones.
- Proven experience in development of processes and ideas.
- Experience in translation and/or operational management.
- Partner relationship management.
- Must be available to travel for work related commitments

Supervisory Responsibilities:

- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

Other relevant skills

- Passion for serving customers required
- Strong working knowledge of localization/translation software
- Strong competency in data analytics and developing data driven operating procedures
- Excellent communication skills with the ability to influence
- Excellent literacy skills both written and verbal
- Strong sense of ownership of the designated client accounts(s)/languages
- Ability to adapt in a changing work environment
- Ability to consider multiple perspectives to devise the most suitable customer and language strategies
- Ability to think creatively
- Analytical skills with strong attention to detail
- Ability to manage multiple priorities in a fast-paced, time-sensitive, and deadline-driven work environment
- Positive attitude towards automation and new technologies

KEY COMPETENCIES REQUIRED FOR THIS ROLE

- Is a strong Listener. Encourages Empowerment of the team. Effectively Manages Escalation from their team in times when standard operating procedures are not able to address customer dissatisfaction.
- Actively Drives Performance of assigned squad and Delivers Results.
- Understands the importance of OKRs and is Results Orientated
- Can establish & Develop Processes and procedures to improve Operational Efficiency
- Regularly exhibits Empathetic Leadership Skills and has a passion for Mentoring & Coaching of team members
- Develops excellent Followership across the company through Sphere of Influence

Company Description