White Globe

White Globe is a leading Language Service Provider offering Translation & Localization services in more than 300 Foreign and Indian Languages. These services are mainly used by MNC Companies who do business in multiple languages or Indian Multinationals with Global presence. In a short span of two years White Globe is already servicing more than **400 clients** across the globe including several **Fortune 500** Companies. In the last two years, White Globe has won several Industry leading accolades like *"The Company of the Year 2018 by Silicon India" and "The Most Admired Language Service Provider in India, 2018 by "Insight Success and CEO" of the Year 2019 by Business Connect.*

White Globe services are backed by advanced technology and an innovative knowledge centre. The services are delivered maintaining very high level of Quality by a team of highly competent project managers and delivery professional. White Globe offers a dynamic work environment to encourage innovative thinking and honing one's leadership skills

Please visit: www.whiteglobe.co.in

POSITION DESCRIPTION SUMMARY

Function: **Service Delivery**

Location: Mumbai

Position Title: QC Manager

Reporting To: Head-Service Delivery

I) Position Summary

Key Objective / Purpose of the Job:

The language QC leads main responsibility is to facilitate/manage all activities related to translation engagements. Starting from evaluation and estimating the translation scope based on project requirement. Should be able to train new QC resources before and during validation of the project and monitoring bug management. Reporting finding back to translation teams, engineers, PM and in some cases, clients are important task during and mainly after each translation engagement. Creating sign-off reports after QC/QA. Working closely with the PM to foster and mature the QC/QA programs.

b) *Major Activities*

- ▪ The following is a non-exhaustive list of responsibilities and areas of ownership for this role:

- ➤ Validate translation, voice over, subtitle, transcription materials.

- ➤ Provide time estimate.

- ➤ Ensure QA resources have access to all validation tools.

- ➤ Obtain glossaries, DNT lists and other documentation as needed for successful testing.

- ➤ Monitor and follow up on QC/QA progress – ensuring QC/QA comply with the instructions, timeline and deliver quality project deliverables

- ➤ Defect management in terms of bug. Look for recurrent issues, link them - notice patterns (avoid duplicates, find unreported bugs).

- ➤ Coordinate with the translation team/ VO Artists/ Subtitlers/Designers/engineers/project managers to quickly resolve defects.

- ➤ Investigate defects, follow up with customers or others as needed to ensure each defect contain all the information needed for fixing and verification.

- ➤ Prepare and deliver the Testing deliverables and status report to testing managers, project managers, and the client.

- ➤ Provide sign-off after QC/QA completion.

- ➤ Provide feedback to the translators & agencies.

- ➤ Train and evaluate the performance of the QC/QA resources.

Required Skills

- ➤ Energy and a positive attitude with excellent interpersonal skills.

- ➤ The ability to lead diverse, virtual team of QC/QA resources.

- ➤ Experience with MS applications (Outlook, Word, Excel, and PowerPoint).

- ➤ Ability to navigate networks and websites with different browsers.

- ➤ Advanced knowledge of PC-hardware (desktop and laptop).

- ➤ Curiosity and creativity to question existing processes and approaches, and innovate new ones.

- ➤ Be organized and able to work in a fast-paced environment.

- ➤ Candidates with Localization/QC/translation experience or with advanced computer skills are preferred.

- ➤ Excellent written and verbal communication skills.

- ➤ Strong organizational and problem-solving skills.

- ➤ Effective presentation skills.

- ➤ Ability to manage multiple priorities in a time-sensitive and deadline-driven work environment.

II) Person Specification:

a) *Essential Qualifications:*	◆ Graduate (Preferred Graduation in any Language) ◆ PMP Certified
b) *Requisite Skills:*	
➤ *Technical*	◆ Aware of various Quality Management processes ◆ Good Project Management/Service Delivery skills ◆ **Knowledge of various File formats and Desktop Publishing Services** ◆ Knowledge of one or more Foreign language preferable ◆ Good Relationship Management skills ◆ Good Presentation & Analytical skills
➤ *Behavioral*	◆ Ability to handle high pressure situations ◆ Attention to detail ◆ Ability to adhere to strict timelines ◆ Ability to maintain company image and effectively manage customer expectations
c) *Work Experience*	◆ Should have worked in a Service Industry, in a Project Management/ QC Role . Preferably Language Service Industry ◆ Around 3-5 years' experience