1. **Translator(s)**

**Job Description:**

To help us communicate more effectively with our client. Must know how to read, write, and speak fluently in various national and vernacular languages like English, French, Mandarin, Cantonese, Spanish, Portuguese, German, Italian, Dutch, Hindi, Punjabi, Tamil, Telugu, or Kannada. We expect our translators to work quickly and produce accurate documentation in a time bound manner. We are looking for multilingual experienced male and female translators to translate our podcast, give voice over, create audio book for our written books and translate the written books, text as well as conversation. To be successful as a translator you should be able to think quickly and have a firm understanding of the field in which you will be translating. An excellent Translator should be able to translate information that is contextually accurate.

**Duties and Responsibilities:**

* Review documents that need to be translated
* Translate documents from English to the languages mentioned above or vice versa
* Proofread all work to ensure accuracy
* Pay close attention to form and content, including grammar, clarity, conciseness, accuracy and consistency of terminology
* Develop and maintain strong working relationships with clients and colleagues

**Requirements and Qualifications:**

* Bachelor’s Degree (preferred)
* Fluent in English, French, Mandarin, Cantonese or Spanish (spoken and written)
* Have passed a language proficiency test
* 3+ years of professional translator experience
* Excellent communication skills
* Flexible schedule

1. **Portfolio Manager**

**Job Description:**

To manage a portfolio of projects focussed on product, processes, and system development, providing long-term delivery and project effectiveness plan and execution. To ensure current and future projects are delivered in line with best practices of project management techniques appropriate to the type and scale of projects and delivering the identified business benefit. Responsible for the oversight and administration of the project portfolio. This includes working with top management and staff, as well as other departments and attorneys, to assess, document, and budget potential projects, oversee project commencement and prioritization, perform project resource planning, continuous monitoring and reporting on project status, participate in the department’s change management process, and play an integral role in the annual capital budget process.

**Duties and Responsibilities:**

* Create a consistent and effective approach to portfolio management and investment
* Deliver a complex series of related projects, effectively managing their interdependencies and allocating resources to support prioritised opportunities
* Screen for new investment ideas/strategies
* Communicate investment processes and portfolios to partners and advisors on a regular basis
* Manage the project portfolio covering a wide range of cross departmental initiatives from intake to delivery
* Work with the leadership team, department directors and project business sponsors to provide a comprehensive overview of capital and operational projects
* Perform project scheduling, resource planning, leveling and management (forecast impacts on staffing where project scope may have changed) – as well as effective use of metrics, and reporting
* Manage all aspects of change control and risk oversight
* Coordination of stakeholder and sponsor communications globally
* Track and report project statuses on a timely basis to the right department, stakeholders and sponsors

**Requirements and Qualifications:**

* A proven influencer and communicator with stakeholders at all levels
* An experienced portfolio manager with a strong background in portfolio assurance, governance and methodology
* Experienced in business analysis and strategic planning, including requirements definition and business case production
* Able to organise and lead a team to achieve objectives and targets
* Master’s Degree in Business/Finance or related degree preferred

1. **Advisor**

**Job Description:**

Perform a variety of financial/business management advisement, technical assistance, and related educational services. Analyze the company's business plan and financial statements to properly advise it about investments, marketing, and potential funding opportunities.

**Duties and Responsibilities:**

* Analyzing financial records and preparing budgets
* Improving processes by recommending operational changes
* Evaluating and improving sales, marketing, and branding strategies
* Preparing project and productivity reports and ensuring compliance with quality and safety requirements
* Identifying opportunities for future business development and expansion
* Developing and maintaining internal and external communication channels
* Analyzing and advising on employee, labor, vendor, and supplier contracts
* Performing risk analysis to mitigate and manage risks
* Analyzing consumer and competitor behavior

**Requirements and Qualifications:**

* Previous experience working as a Business Advisor in a related industry
* Advanced knowledge of business operations and strategic planning
* Proficiency in analyzing budgets and preparing financial reports
* Extensive knowledge of marketing strategies, finance and branding
* Experience in project management and implementing best industry practices
* Ability to advise on labor, vendor, and supplier procurement contracts
* Degree of Business Administration (MBA), Strategic Management, Finance or similar

1. **Administrators/Internal Auditors**

**Job Description:**

The objective of Administrators/Internal Auditors is to add value and improve our operations by bringing a systematic and disciplined approach to the effectiveness of risk management, control, and governance processes. Undertake different functions to ensure effective management of the organization’s internal audit processes and procedures.

**Duties and Responsibilities:**

* Effective communication and interpersonal skills (both verbal and written)
* Strong ability to prioritize, plan, and execute
* Ability to read and interpret regulations, laws, contracts, statements of work, and business requirements
* Ability to multi-task while maintaining careful attention to detail
* Ability to work with a sense of urgency to meet deadlines and address competing priorities
* Ability to analyze data and provide correct interpretations

**Requirements and Qualifications:**

* Bachelor’s Degree in Accounting, Accountancy, or Finance or similar
* Strong knowledge of standards, procedures, and general auditing policies
* Possess great interest in working with different people
* Proficient in Microsoft Office software including Word, Excel, PowerPoint, Outlook, Access, and SharePoint
* Strong organizational skills, which relate to the prioritizing of workloads and showing a great level of resilience and calmness even when under pressure

1. **Supervisor(s)**

**Job Description:**

Duties primarily revolve around the general management of direct reportees which include, but are not limited to, providing, and demonstrating task instructions, keeping attendance, and measuring key performance indicators. You will be expected to keep records and produce reports that will be used to review team performance.

**Duties and Responsibilities:**

* Making sure employees that report to you meet performance expectations
* Giving instructions or orders to subordinate employees
* Ensuring that the work environment is safe, secure and healthy
* Meeting deadlines
* Approving work hours
* Accomplishing department objectives by supervising staff, organizing and monitoring work processes
* Maintaining staff by recruiting, selecting, orienting, and training employees and developing personal growth opportunities
* Accomplishing staff job results by coaching, counseling, and disciplining employees
* Planning, monitoring, and appraising job results

**Requirements and Qualifications:**

* Previous leadership experience
* Excellent communication skills
* Eye for detail and accuracy
* Reliable, with high integrity and strong work ethics
* Ability to work as part of the team
* Professional appearance and attitude
* Computer proficiency
* Proactive organizational skills
* Ability to keep a positive attitude in a fast-paced environment
* Diploma or Degree in relevant field, Bachelor’s or Associate Degree in Business or Management preferred

1. **Risk Managers**

**Job Description:**

Looking for a Risk Manager to advise us on various types of risks (business, financial, legal and security). Identify potential threats and create plans to prevent and mitigate problems. Ensure that company secures its reputation and profitability by controlling risk. The foremost task of the Risk Manager is to gather the data and carry out investigations to recognize the risks that the organization might be exposed to. As a part of the investigation process, the Risk Managers should analyze Key Risk Indicators (KRI) and conduct What-If analyses to determine the concerns if the risks identified in the process are about to occur.

**Duties and Responsibilities:**

* Manage company insurance policies
* Perform risk evaluation, which assesses the way the company previously handled risks
* Make risk-avoiding adjustments to current methods of operations in order to minimize future risks
* Prepare a risk-management budget
* Provide training and certification for organization’s staff so that they can be aware of risks and are proactive in avoiding them
* Identify potential risk exposures, recommend solutions, implement approved programs, and update and monitor compliance
* Manages all phases of the claims process from intake and investigation through litigation, settlement, and/or trial, and consult and/or participate in negotiations, conferences and mediations with adjusting companies, outside legal counsel, staff, claimants, and other involved parties

**Requirements and Qualifications:**

* Professional Risk Manager (PRM) certification may be beneficial
* Thorough understanding of the business or organization's goals and values
* Excellent communication skills, both written and spoken
* Ability to handle private, sensitive, confidential information appropriately
* Pay strong attention to detail and organization
* Strong working knowledge of risk management and previous experience working with risk (i.e. risk assistant or risk analyst)
* Solid research skills using the internet and first-person interviews
* Experience working with insurance policies
* Bachelor’s degree in Business, Legal, Finance, Accounting, or Risk Management required
* Strong with MS Office applications (Outlook, Word, Excel, PowerPoint, etc.)

1. **Team Leaders/Directors**

**Job Description:**

The Team Leader will be tasked with developing a timeline for each project and delegating the individual components to members of the team, including himself/herself. The Team lead will be charged with regularly reporting on the team’s progress in meetings or through regular email contacts or reports. Will be responsible for supervising, overseeing, leading, managing, rewarding, and motivating various company's teams.

**Duties and Responsibilities:**

* Ensures a strong and robust communications process between all managers and staff within and across the company
* Ensures and promotes the development of the management team/succession planning through coaching, training, and leadership development
* Participates in the development of strategic plans, goals, and objectives ensuring alignment with those of the company
* Directs, administers and controls the day to day operations and activities of facilities and programs

**Requirements and Qualifications:**

* Master’s Degree in Business or Management preferred
* Minimum 12 years’ experience in specific industry
* Advanced supervisory and management experience a plus
* Dealing with complexity, analyzing information, and implementing company vision

1. **HR Executive**

**Job Description:**

The Human Resources Executive manages and directs all Human Resources (HR) tasks for the organization. These executives sit at the top of the HR department and take the lead when it comes to any and all Human Resources matters and functions. HR Executives must educate, train, monitor, problem-solve, and ensure company’s HR policy is followed across by all employees, managers, and executives.

**Duties and Responsibilities:**

* Work with company’s CFO and/or Director(s) to strategically plan HR initiatives that will benefit the organization and encourage more efficient and beneficial work from employees
* Direct all hiring and training procedures for new employees
* Continually educate employees on company policies (including sexual harassment, appropriate dress, and social media permissions, etc.) and keep Employee Handbook current
* Administer or change benefits, health plans, retirement plans, etc.
* Monitor employee progress and stay abreast on company climate and culture, ensuring it stays positive and productive
* Coordinate and direct work activities for managers and employees
* Foster cross-functional relationships and ensure managers and employees are properly connected
* Regularly meet with employees for progress reviews and assessments, discussing any problems or grievances they may have
* Promote a positive and open work environment where employees feel comfortable speaking up about issues
* Manage and supervise other HR staff, ensuring they are assigned and carry out proper tasks

**Requirements and Qualifications:**

* Comfortable working in a highly visible role
* Exceptional interpersonal and problem-solving skills
* Honest, ethical, and dependable
* Experienced in mediation and conflict resolution processes
* Positive, go-getter attitude
* Expert stress management skills and ability to make important decisions under pressure
* Active listener, understanding, empathetic and personable
* Bachelor’s Degree in Human Resources, Business Administration, Finance, or related field
* 5+ years of management experience in HR
* High proficiency in Microsoft Suite (especially Excel) and various HR software programs
* A proven leader keen to motivate, effectively educate and connect with all employees regarding all HR matters

1. **Manager, Marketing and Social Media**

**Job Description:**

We are looking for a Social Media Manager who can enhance our brand and build strong online communities through various social media platforms. The Social Media Manager will be responsible for developing and administering social media content that is designed to engage users and create an interactive relationship between consumers and the company. To be successful as a Social Media Manager, you should possess and be able to apply the wealth of pertinent marketing experience.

**Duties and Responsibilities:**

* Strategize, manage, develop and execute a multi-channel content calendar across social media platforms that supports digital marketing campaigns
* Engage and interact with our existing customers and follower communities to provide friendly, responsive and timely service
* Conceptualize experiments and execute on growth and optimization tests to improve our audience growth, reach, retention and engagement
* Engage in research, strategy development and planning across all social channels and work with the creative and other internal teams to execute the plans
* Own the responsibility for all metrics and KPIs related to organic social performance as well as analyzing and reporting these through the building of live dashboards, presentations and other means
* Work to understand local, regional and industry-specific market nuances to help determine the best path forward for social media and digital marketing initiatives
* Most importantly, develop your own ideas, creative insights, feedback and opinions to contribute to our digital marketing strategies and efforts

**Requirements and Qualifications:**

* Have a growth mindset and a deep passion for continued learning in the digital marketing field
* A minimum of 3 years of full-time experience in social media management
* Can demonstrate knowledge and experience in posting and engagement across all major social media platforms, including Facebook, Twitter, LinkedIn, Instagram and YouTube
* Can demonstrate understanding of social media analytics and key performance indicators relating to the health and growth of social channels
* High-energy, with a positive attitude and an entrepreneurial spirit
* Have excellent written and verbal communication skills in English, with a high attention to detail and accuracy
* Bachelor’s Degree in Marketing, Communications or related field

1. **Accessibility Engineer**

**Job Description:**

Responsible for supporting and equipping company’s technical teams to ensure successful delivery of accessible digital products. This person will be supporting all aspects of integrating accessibility into manual and automated testing. This position will also involve providing program management support to help improve accessibility within the organization.

**Duties and Responsibilities:**

* Engage in rapid prototyping in support of research and standards development to evaluate potential technical solutions
* Collaborate with other team members to find the best solution for the client
* Perform accessibility audits of web pages, desktop applications, and mobile apps, using accessibility testing tools and assistive technology products
* Provide accessibility support to developer teams, either through consultancy or through contributing code
* Be proficient with HTML, CSS, JavaScript. Display knowledge about the accessibility benefits and obstacles these techniques provide

**Requirements and Qualifications:**

* 5 years accessibility experience
* Have in-depth knowledge of Web Content Accessibility Guidelines (WCAG)
* Understand accessibility evaluation tools and methods
* Effective working knowledge of accessibility verification tools, assistive technologies, and accessibility standards
* Strong background in web development with HTML5, CSS, JavaScript
* Experience with assistive technologies across multiple platforms, including screen readers, magnification, and read-aloud tools
* Bachelor’s Degree in Computer Science or equivalent degree/relevant experience

1. **Research Assistant**

**Job Description:**

Research Assistants are responsible for administrative and operational tasks such as handling correspondence, mailing surveys, typing, summarizing results, determining areas needing improvement. Analyze and evaluate data gathered during research. Ensure compliance with protocols and overall objectives. To assist the specific department in efforts to improve the process and equipment for optimum production output and product quality. Work emphasis will be project driven with responsibility to provide meaningful data, conclusions, and recommendations.

**Duties and Responsibilities:**

* Collect and analyze data
* Request or acquire equipment or supplies necessary for the project
* Prepare, maintain and update website materials
* Identify and compile lists of potential research subjects in accordance with study objectives and parameters, as appropriate to the individual position
* Review and edit data to ensure completeness and accuracy of information, follow up with subjects to resolve problems or clarify data collected
* May lead or guide the work of disabled and older people
* Perform miscellaneous job-related duties as assigned
* Engage clinical and community partners in research
* Compile data for progress reports

**Requirements and Qualifications:**

* Completed Degree(s) from an accredited institution that are above the minimum education requirements may be substituted for experience on a year for year basis
* High school diploma or equivalent, college degree preferred
* Comfortable working in team environment
* Strong communication skills, both written and verbal

1. **System Engineer**

**Job Description:**

Seeking a highly skilled systems engineer to provide the business knowledge and technical expertise to implement strategies, evaluate products, and build upon an infrastructure that supports the ever-changing needs of our company. In this role, you will work with complex systems, designing, developing, and integrating them at every stage of its life cycle.

**Duties and Responsibilities:**

* Install, configure, maintain, and monitor servers and associated systems
* Test system integrity, implemented designs, application developments and other processes related to infrastructure
* Coordinate and perform additions and changes to systems, investigations, analyses, recommendations, configurations, installations and testing of new hardware and software
* Participate in planning, design, and technical review and implementation for new infrastructure
* Develop, maintain and interpret information, system usage, functional specifications, and detailed design documentation and diagrams in relation to enterprise class servers
* Develop, maintain, and update a library of technical documentation

**Requirements and Qualifications:**

* Experience in developing engineering applications for a large corporation
* Demonstrated project development and leadership skills
* Master's Degree in Computer Science or Software Engineering is preferred
* Current understanding of best practices regarding system security measures
* Professional work experience in team building and project management
* Professional experience and a high-level understanding of working with various operating systems and their implications
* Ability to work together with teams from several departments to facilitate the orderly execution of a proposed project plan

1. **Customer Service/Management Assistance/Coordinator**

**Job Description:**

As an integral part of our customer service team, you will oversee customer service activity for both our physical and online operations by fielding customer questions and resolving issues in ways that produce satisfied, returning customers who will share their experiences with friends and family. Answer questions via email and through our social media accounts, develop and implement customer service procedures for staff to follow, and work with our marketing department to highlight positive customer experiences.

**Duties and Responsibilities:**

* Answer customer questions via email and through our social media accounts
* Resolve customer complaints and issues
* Develop and implement customer service routines and processes for employees to follow
* Foster a customer-centric culture in keeping with our brand image
* Collaborate with our marketing department professionals to highlight positive customer experiences and grow the brand
* Ability to learn and follow all customer service procedures and policies
* Strive to meet and go above personal and team targets, goals, and quotas
* Record, organize and file customer interactions and profile/account changes
* Able to address returns, refunds, and shipping tracking numbers

**Requirements and Qualifications:**

* Strong communication and interpersonal skills
* Previous experience in customer support, client services, sales, or a related field
* Excellent at communicating over the phone and handling phone systems
* Basic computer skills and experience with tracking and recording call information, filing documents or updating customer profiles/accounts
* Able to concentrate on multiple problems at once
* Excellent time management and prioritization skills
* High school Degree or equivalent