



Position: Key-Account-Management Project Management (English-speaking)

Who we are

We are an international language agency, based in Cape Town, South Africa. From here, we oversee language projects for companies and private clients in Germany, Europe and across the world. Translations and transcriptions are our speciality. But we also have expertise in other language services: voiceovers, coding, subtitling, proofreading, copywriting, and text and data entry.

We are a mix of South Africans and Germans, and we all feel at home in Cape Town. Around the office, we speak German, English, Zulu and Afrikaans – sometimes in the same sentence. We are a small team and work closely together. Flexibility, positive energy and enjoying what we do is key.

About this position

Your primary responsibilities will be to coordinate language projects in English, by supervising our freelance writers and translators, and to ensure the quality of all assignments. This full-time position is available immediately. Do you have a good grasp of the English language? Are you well organised and do you have an eye for detail? Then this is the job for you!

Your tasks

- Key account management: you will be the interface between our English-speaking customers and the translators/transcriptionists and writers
- You will provide independent support for existing customers in all product areas, from project planning to accounting
- You will be responsible for converting English customer enquiries into actual assignments, primarily by drawing up tailor-made offers to meet customer requests, via email and personal communication with customers, in close coordination with Project Leadership, Marketing, Recruitment and Project Management, thereby contributing to the further development of the company's customer base and the volume of assignments received
- You will make decisions independently, regarding the awarding and coordination of assignments
- You will support the Head of Marketing and Business Development, among other activities, with marketing measures for the acquisition of new customers and the expansion of our customer base
- You will handle the final quality control for all your orders



Your profile

A positive attitude, energy and the will to learn new skills and bring in and implement your own ideas are more important to us than qualifications or many years of experience.

Experience in the following areas would be an advantage:

- Customer Contact/Service Industry
- Project Management, Key-Account Management or Procurement
- Marketing, Sales or Business Development
- English/Language Studies, Business Administration or Journalism
- Language Skills: one additional European language
- Experience with Translation, Transcription, Voice-overs, Proofreading and Copywriting

Knowledge and skills:

- Excellent English skills (native speaker level) and skills in one further language, preferably a European language
- A creative and at the same time analytical and solution-focused approach to the compilation of attractive quotes
- A friendly and highly professional approach when dealing with customers
- Excellent problem-solving skills, customer and service orientation
- A high level of motivation for making a direct contribution to the growth of the company
- Precise, independent work methods and a high level of team spirit
- A good understanding of IT and EDP

Please send your up-to-date CV and letter of motivation, stating why you would like to become part of the team, to: marlen.boehm@msskapstadt.de

We look forward to hearing from you!

MSS Cape Town