Reporting Line:

The Language Support Services Coordinator reports to the Head of Language Services Unit.

Main Tasks and Responsibilities:

- To provide specialised operational support for the daily functioning of the Language Services Unit (LSU) and ensure an orderly processing of all language service requests, from receipt of the request to delivery of the final product;
- To develop and improve processes and systems related to the document management and automated workflow within LSU, to incorporate these processes and systems into the linguist’s workflow in order to enhance the efficiency and timeliness of output; to make recommendations to the Head of LSU on operational matters;
- To select, deploy and manage the operation of language technology tools and databases in the field of workflow, translation memories and machine translation, terminology and reference documentation, to monitor best practices and new developments in the language technology area, to proactively liaise with language support counterparts in other organisations and recommend new tools to ensure maximum efficiency and cost effectiveness throughout the Kosovo Specialist Chambers;
- To supervise and manage performance of other Language Support Services staff, as delegated by the Head of LSU;
- To plan and coordinate the work of in-house and external translation providers, to determine priorities in language support services and assign translation and revision work to in-house staff and external contractors ensuring the most efficient use of LSU resources while meeting the requirements of judicial proceedings, to coordinate work of translation teams working on large volume material ensuring timely delivery of integral product;
- To act as a focal point with manufacturers and assist the staff of the Information Technology Services Unit (ITSU) in testing, upgrading and troubleshooting language technology applications; in coordination with ITSU, to ensure that the support infrastructure, hardware and software, is adequately maintained to meet the needs of LSU staff and clients;
- To support LSU staff and clients in the use of the language technology tools, to develop manuals for the users of the Kosovo Specialist Chambers and provide relevant training;
- To work closely with ITSU and the Court Management Unit on technical issues and provide necessary input for developing integrated tools and processes;
- To undertake any other related tasks as requested by the Line Managers.

Essential Qualifications and Experience:

- Successful completion of University studies of at least three (3) years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework OR a qualification of the first cycle under the framework of qualifications of the European Higher Education Area e.g. Bachelor's degree
AND

- A minimum of seven (7) years of relevant and professional experience, after having fulfilled the education requirements.

Specification of Education and Experience

- The above-mentioned University degree must be in at least one of the following fields of expertise: Languages, Translation and Terminology Management, Process Automation, Business or Industrial Management or other related university studies;
- Perfect command of English and of at least one more official language of the Kosovo Specialist Chambers and Specialist Prosecutor's Office (Albanian or Serbian);
- Excellent organizational, interpersonal and communication skills;
- Ability to work effectively, remain calm and deliver work under stressful conditions;
- Ability to prioritize and manage a high workload while complying with deadlines;
- Ability to act with utmost discretion and maintain confidentiality;
- Ability to establish and maintain effective, constructive working relationships with people of different national and/or cultural backgrounds.

Desirable

- Knowledge of the third official language of the Kosovo Specialist Chambers and Specialist Prosecutor's Office (Albanian or Serbian);
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo;
- Substantial knowledge of the functioning of the EU and in particular CSDP missions.