

## Internship Description

### Title

Office Administrator / Secretary.

### Department

Translation and Interpreting, Marketing.

### Skills and Areas

An Intern will gain practical experience in office administration, handling customers queries and phone calls, handling urgent tasks, managing orders, coordinating a team of translators and interpreters, project management, translating and proofreading text, interpreting, basic bookkeeping, records keeping, reporting, working with language memory systems, localising websites, and various Internet related tasks: posting articles, renewing links, updating content online, ad publishing etc. This can be applied for future jobs such as office administration, localisation, project management and other not limited to the language sector and to the field of translation and interpreting. The Intern will gain professional experience in staff management and direct sales, improve communication skills, presentation, reporting etc. We will provide the following training: using office equipment and software, communication guidelines when dealing with customers, writing business letters and emails.

### Payment

This is an unpaid internship. The payment is assumed by educational institution, scholarship fund or an Intern themselves. The company may decide at its own discretion to pay the Intern some bonuses relating to their performance and achievements in a form of pocket expenses (e.g. public transport and lunches). Accommodation will not be provided, but the company can assist in arranging it. The Intern will have to have reasonable finances for a stay in Ireland during the Internship period.

### Agreement

The Intern should provide a sample agreement from their educational institution or authority paying for the scholarship. If the Intern is applying directly, the company will send its own agreement to sign.

### Mentor

The Organisation will assign a mentor to support the Intern during the Internship.

### Skills Required

The Intern will be working with business and private customers who may have little or no English. Friendliness, self-motivation, good language and communication are essential skills to have to meet and greet customers, handle emails and phone calls. Knowledge of standard computer navigation and programs such as Internet browsers and Microsoft Office suite is required with average typing speed. Previous computer courses will be a benefit.

### Qualifications Details

Leaving certificate or equivalent. Must be fluent in English. Second language is an advantage.

### Contract Type

Duration: 3, 4, 5, 6, 9 or 12 months

Type: Part Time / Full Time

Days per week: 5 (Monday - Friday)

Office working hours: 09:00 - 18:00

Minimum / Maximum hours per day: 4 / 8

Minimum / Maximum hours per week: 20 - 25 / 35 - 39

Start date: \*Subject to availability

### Possible Locations

Cork office: 7 South Mall, Cork, Ireland

Limerick office: 18 Mallow Street Upper, Limerick, Ireland