



The **Library of Parliament** is a non-partisan organization providing stimulating and rewarding work in support of Canadian parliamentary democracy. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, a minimum of four weeks vacation leave, learning opportunities to support professional and career development, competitive salaries, and more!

**Business Support Services (BSS)** provides support and services to the Library of Parliament in the areas of human resources, finance and materiel management, corporate planning, information technology, and publishing, editing and creative services.

We are currently looking for candidates to staff the following position: **Client Liaison and Translation Coordinator**.

The **Client Liaison and Translation Coordinator** acts as the liaison between Public Services and Procurement Canada's Translation Bureau and Library of Parliament clients by recommending and negotiating deadlines among all parties as required. The position also serves as a point of contact for Library of Parliament inquiries related to Publishing, Editing and Creative Services, and is responsible for the efficient handling of service requests, client feedback and complaints. The Client Liaison and Translation Coordinator tracks these interactions, records relevant information, produces statistics, and generates reports that provide key data for planning and performance evaluation purposes.

The Client Liaison and **Translation Coordinator** is responsible for coordinating the efficient delivery of translation services for Library of Parliament content owners. The Client Liaison and Translation Coordinator sets priorities for all translation requests and ensures that clients' requirements are clear before submitting translation requests. The position monitors deadlines to ensure the timely delivery and distribution of translated documents.

**CLIENT LIAISON AND TRANSLATION COORDINATOR**  
**PUBLISHING, EDITING AND CREATIVE SERVICES**  
**BUSINESS SUPPORT SERVICES**

*Anticipatory Staffing*

**CGS-5 (\$58,755 – \$66,294)**

(Bilingual staffing – imperative: CCC/CCC)

**NOTE:** This selection process will also be used to establish a pool of prequalified candidates that could be used to staff determinate and indeterminate positions at the Library of Parliament that require similar knowledge or competencies.

**For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.**

**The following knowledge criteria will also be evaluated:**

- Knowledge of compiling data and generating tables, graphs and charts in Microsoft Excel

**To be considered, candidates must have:**

- A degree or diploma from a post-secondary institution, or an acceptable combination of relevant education, training and work experience
- Knowledge of electronic document and records management best practices
- Experience in coordinating translation services and providing services to clients and partners in a high-volume, time-sensitive service environment
- Experience in tactfully negotiating deadlines according to needs, available options and resources
- Experience managing multiple tasks according to their level of urgency and importance
- Experience using Microsoft Office Suite 2013 or 2016, including Outlook, Excel, Word and PowerPoint
- Experience in compiling data and generating tables, graphs and charts in Microsoft Excel
- Experience in building productive working relationships with colleagues and management

**Operational Requirements:**

- Willing and able to work the assigned schedule of 9:00 a.m. to 5:30 p.m. in order to ensure service during core hours of work
- Willing and able to work overtime during short, pre-established peak periods

**Candidates retained in this selection process will be required to obtain:**

- A successful second-language evaluation (Bilingual staffing – imperative: [CCC/CCC](#))
- A successful pre-employment screening

**Additional Information:**

- This selection process is open to the public and to employees of the Library of Parliament, the Senate, the House of Commons, the Office of the Senate Ethics Officer, the Office of the Conflict of Interest and Ethics Commissioner, the Parliamentary Protective Service, and the Office of the Parliamentary Budget Officer.

- This selection process will include a second-language evaluation, a written qualifying exam and an interview. The interview will consist of behavioural, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
- Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
- Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
- Satisfactory references and proof of education are essential conditions of appointment.
- Travel and relocation expenses are the responsibility of the candidates.
- The Library of Parliament believes that the excellence for which it is known is enhanced by nurturing an inclusive workplace that embraces diversity, values differences and supports the full participation of all employees. The Library is committed to creating and maintaining a diverse workforce reflecting the communities we live in and work in, the clients we work with, and Canadian society at large.
- Preference will be given to Canadian citizens and to permanent residents who are legally able to work in Canada. Applicants who have a valid work permit may also be considered.

**Apply no later than 25 January 2021 – 11:59 p.m. (Eastern Time).**

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position. Please quote **Staffing Process 20-LOP-213** in your documents and, if you apply by email, in the subject line of your email.

Send us your application:

By email: [LOPCareers-CarrieresBDP@parl.gc.ca](mailto:LOPCareers-CarrieresBDP@parl.gc.ca)

By fax: 613-995-9582

By mail: 50 O'Connor Street  
Library of Parliament  
Human Resources Directorate  
Ottawa, ON K1A 0A9

Questions? Contact Human Resources at 343-542-4836 or [LOPCareers-CarrieresBDP@parl.gc.ca](mailto:LOPCareers-CarrieresBDP@parl.gc.ca).

**We thank all those who apply. Please note that only those selected for further consideration will be contacted.**