

JOB DESCRIPTION

Job Title	: Translations Clinical Quality Auditors (Japanese Translation Quality Assurance Specialist in Health Services)
Location	: Japan - Remote
Legal Entity	: International SOS Japan Ltd.
Reports Functionally To	: Translations Quality Manager
Reports Administratively To	: Head of TRICARE Services Japan
Works Closely with	: Head of Translations, Head of Clinical Quality, Translations Services Manager, Translations Vendor Manager, Translations Analyst, Clinical Quality & Innovation Lead, PQI/QI Grievance Manager, Near Patient Teams
Direct Reports	: None

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

- To read, understand, and compose materials from **Japanese** into **US English**.
- To follow established linguistic rules related to word meanings, sentence structure, grammar, and punctuation.
- To follow ethical procedures and policies that protect the confidentiality of information and assures the quality of the translation.
- To assess quality of medical translations on an ongoing basis and provide continuous feedback to linguistic partners as an essential factor for continuous quality improvement.
- To review translated medical documents or to translate from **Japanese** into **US English** as needed

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

- Perform Auditing (aka Language Quality Assurance) of translations completed by translation vendors. This involves reviewing samples of translated medical reports for accuracy and completeness with focus on Clinical Quality, completing the LQA template with detailed feedback, identifying error categories, scoring the sample translations, and providing the feedback to the translation vendor.
- As part of the Translations Quality Assurance and Quality Monitoring program, Proofread and Edit select completed translations of medical documents delivered by the translation vendors.
- Monitor translation vendor's quality performance and trends and collaborate with the Translations Vendor Manager to ensure that the translation vendors meet or exceed quality targets. Work with translation vendor partners to drive root-cause analysis when needed, improvement action plans, and continuous quality improvement. Identify and recommend improvements in process to minimize or remove errors.
- Work with the Quality Management team as needed to assist with investigating potential quality incident reported by the client for the translation deliverables.
- Create and translate glossaries of medical terminology from source language into US English. Work with in-country medical staff to review and finalize translated glossaries. Share translated glossaries with translation vendors and ensure consistent utilization of translated glossary by the translation vendor via the Auditing and Review processes.
- Create Linguistic Style Guides for translation vendor to follow. Ensure compliance with style guide instructions via the Auditing and Reviewing processes.
- Translate medical documents as/when needed.

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Native Fluency in both languages to enable translations from one language to another.
- Experience in designated languages of the linguistic rules relating to word meanings, sentence structure, idioms, grammar, and punctuation.

- Expertise in Linguistic Assets; Broad medical vocabulary in languages
- Familiarity with MS Excel, CAT tools, Translation Mgmt System (a plus), OCR (a plus)

Required Competencies (*Critical behaviours necessary to successfully perform the job*)

- Attention to detail and accuracy
- Ability to work under pressure, tight timelines, and shifting priorities
- Ability to work effectively both in a team and independently
- Driven and willingness to learn

Required Work Experience (*Brief description of the job-related experience needed to perform the job*)

- 5+ years of life sciences translation experience; medical records translation experience desirable.
- 2+ years of Translation Audit / Language Quality Assurance
- Healthcare experience desirable

Required Qualifications (*Brief description of the educational background needed to perform the job*)

- Bachelor's Degree in Translations, Linguistics, Language Studies, or related field.
- Certification as a linguist.
- Certification in life sciences translations is a significant plus

Required Languages (*Brief description of the language skills needed to perform the job*)

- US English and host nation language

Travel / Rotation Requirements (*Brief description of any travel or rotation requirements*)

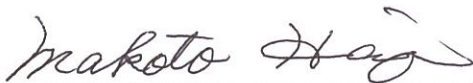
- Less than 10%

This job description outlines the types of responsibilities the incumbent is required to perform.

The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Employee Name (Print) & Signature

Date



Makoto Hanjo
Head of TRICARE Services Japan
International SOS Japan Ltd.,

Oct. 7, 2022
Date