

Transcription Quality Lead

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Company: The Language Doctors, Inc.

Location: Indonesia

Category: other-general

The Language Doctors, Inc.

The Role

The Language Doctors, Inc. is looking for passionate individuals to step into the role of Transcription Quality Lead. This position oversees the document transcription quality process, primarily focusing on medical and life sciences content. The ideal candidate should have a deep understanding of quality management principles and a strong medical terminology knowledge.

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Key Responsibilities

Develop and maintain quality-related processes to ensure high transcription quality standards

Define and implement Transcription Quality Assurance (TQA) strategies

Work closely with the transcription team, coordinating the entire cycle of transcription processes

Maintain SOP's for transcription processes and usage of its tools

Actively contribute to the improvement of procedures, identify issues, and propose solutions

Identify shortcomings of the OCR technology, and research alternative options for further consideration

Lead root-cause analysis and determine further corrective actions

Identify corrective actions to and design long-term plans to achieve stable quality levels

Maintain data on quality and personnel performance

Identify repeating errors such as spelling, punctuation, grammar, style

Ensure document formatting SOP is followed and meets the required standards

Transcribe, proofread, cross-check, and edit medical documents when needed

Ideal Profile

Qualifications

Degree in Translation studies, Linguistics, Medical, Life Sciences, or any other related field

Fluency in Japanese Language with a strong understanding of medical terminology

Proficiency in CAT Tools such as SDL Trados Studio

Expertise in Transcription Technologies and OCR tools

Prior experience with Medical, Life Sciences documents transcriptions

Proficient English language knowledge and skills (oral and written)

What's on Offer?

Work in a company with a solid track record of performance

Leadership Role

Opportunity to make a positive impact

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