



### Terms of Reference

#### **Translator for migrant workers' call center**

The Center for International Migration & Integration (CIMI) is looking for Chinese-English/Hebrew translator for a migrant workers' call center.

The proposed assignment will include:

- ✓ Receiving directed calls from workers/calling back workers in Israel during the call center fixed shifts.
- ✓ Collecting the content of the inquiry or complaint of a worker according to call center instructions, and applying it to the complaint system. The translator needs to be available to the call-center coordinator by email during the entire shift.
- ✓ Receive instructions and updates on migrant workers' employment issues that concern the work at the call center.
- ✓ Translation of any additional written materials upon request.
- ✓ Position offered to both foreign and Israeli residence.
- ✓ Work from home.

Candidates must:

- ✓ Be fluent in Chinese and English/Hebrew, speaking and writing.
- ✓ Be fully versed in Excel/Word.
- ✓ Possess excellent communication skills, understand and have empathy to workers who call.
- ✓ Have strong work ethics and will be trusted to maintain strict confidentiality.

Previous experience and recommendations is a plus!

For more information, please e-mail [anastasiag@cimi.org.il](mailto:anastasiag@cimi.org.il)