

JOB DESCRIPTION

JOB TITLE: Interpreting Director
EMPLOYER: Deaf Community Services of San Diego
DEPARTMENT: Interpreting Department
REPORTS TO: Deputy Director
ANNUAL SALARY: \$68,000-\$75,000 BOE

SUMMARY: Manages all aspects of Interpreting Department operations and activities to accomplish determined goals and objectives. The Interpreting Director is expected to exercise professional judgment and create a collaborative and supportive environment while carrying out overall responsibilities.

DUTIES AND RESPONSIBILITIES:

- Manages all aspects of department including the development of annual goals and the implementation and monitoring of contracts, processes and procedures.
- Supervises department employees; assigns and coordinates responsibilities; monitors and evaluates team performance.
- Provides support and oversight of Independent Contractor Interpreting services.
- Works to establish a department and services based on collaboration that is dynamic and team focused.
- Negotiates rates, terms, and condition of contracts for communication services; presents such contracts to Executive Director for approval prior to execution.
- Collaborates closely with Operations Manager and Billing Specialist for department oversight and compliance including contract and billing management.
- Observes interpreters at assignments; provides support, training, coaching and feedback to interpreters as a mentor and supervisor.
- Develops and maintains department employee and contractor feedback channels and recognition program.
- Prepares, maintains and shares all required records, documents and reports related to Interpreting Department operations and activities, service reports and statistics and other information as needed or requested.
- Reviews client/consumer feedback and evaluations and provides follow up by promptly recognizing perspectives and resolves any service quality issues and/or challenges that may arise.
- Develops and implements marketing and outreach strategies to generate business and new contracts.
- Advocates for clients as needed or appropriate on issues of interpreter services or communication access.
- Provides and/or coordinates interpreting services for DCS staff during in-house meetings and other events.
- Fulfills outside interpreting requests on an as-needed basis, including after-hours and weekend emergency requests.
- Coordinates workshops and training for both in-service DCS staff and the Interpreting Community.
- Oversees DCS' Disaster Response Interpreting (DRI) program.

- Submits recommendations and assists in the formulation of agency goals and objectives.
- Performs other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in interpreting, business, human services or related field. Working experience in lieu of degree will be considered.
- Valid certification issued by the Registry of Interpreters for the Deaf or pursuit of CDI or other certification, based on testing availability.
- Course work in marketing and business management and/or experience working in the operations of and/or thorough understanding of interpreting referral/agency business.
- Knowledge of the San Diego DHH and Interpreting communities.
- Minimum ten years of experience interpreting in a variety of settings.
- Two to four years supervisory experience if preferred.

CORE COMPETENCIES:

- **Communication**--Communicates clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Managing People**--Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- **Quality Management**--Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Cost Consciousness**--Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Equity**--Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds and supports an equitable workforce.
- **Ethics**--Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

BENEFITS:

DCS offers a comprehensive employee benefit package to full-time employees which includes medical, dental, vision, life insurance and long term disability. Flexible Spending and Dependent Spending Accounts, as well as, other voluntary benefit coverages. All employees have access to an Employee Assistance, Discount Program and 401K retirement options.

OTHER BENEFITS:

Generous paid Personal, Sick and Vacation leave for full time employees. In addition, DCS observes twelve paid Holidays per year

APPLICATION DEADLINE: **Open Until Filled**

TO APPLY-submit the following: Resume, typed; and 2. Cover Letter, video in ASL or typed

Email: careers@dcsofsd.org

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