



Position: Contracts Manager
Department: Interpreting Department
Accountability: Executive Director/Deputy Director
Job Status: Full Time
Classification: Non-Exempt- Hourly
Salary: \$45,000.00-55,000.00 BOE (Annually)

GENERAL DESCRIPTION:

The Contract Manager is responsible for networking with organizations and school districts, developing, reviewing and negotiations of interpreter services contracts with vendors, review and ensure compliance with contract expectations, work closely on team level with Operations Manager on negotiations of independent contractor agreements with freelance interpreters and other duties as assigned by the Executive Director/Deputy Director.

ESSENTIAL JOB FUNCTIONS:

1. Main point of contact for contracts in addition to operations manager
2. Create, analyze, negotiate, and execute an array of contracts for various transactions
3. Build rapport, ensure open communication, and maintain relationships with vendors, clients, and other business connections via phone, in-person, and email
4. Work closely on team level with operations manager on outreach and education to vendors regarding interpreter/accessibility services and Deaf awareness
5. Work closely on team level with billing specialist to ensure contracts invoicing are being completed
6. Maintain and document contract deliverables and correspondence
7. Present contract information and interpreting contracts/bids to Executive Director/Deputy Director
8. Troubleshoot contract-related problems, such as breach of contract
9. Keep track of contracts and extend, renew, or close them out
10. Assist with the employer's compliance with mandatory standards
11. Stay informed about changes to relevant rules and regulations
12. Complete and submit timely and accurate report and statistical information
13. Keep comprehensive and accurate notes of daily activity
14. Assist with managing compliance records to meet contract requirements and update via Usked which will work closely with the Admin Assistant

NON- ESSENTIAL JOB FUNCTIONS:

- General Office work, such as, and not limited to answering phones, filing
- Perform such tasks and responsibilities as may be delegated by Executive Director/Deputy Director.

EMPLOYMENT STANDARDS:

Education:

- Bachelor of Business Administration or related field

Experience:

- Minimum 2 years' experience administrative and contract knowledge
- 1-3 years of customer service experience

- 1-3 years of management experience
- Familiarity with American Deaf Culture and San Diego Deaf Community
- Understanding of the Interpreting profession and industry standards including the Professional Code of Ethics, preferred

Skills:

- Fluency in American Sign Language, preferred
- Knowledge of Microsoft software applications (Word, Excel, PowerPoint, Outlook)
- Analytical and problem-solving skills
- Excellent and professional customer service skills are required
- Understand and carry out verbal/written directions promptly and accurately
- Excellent written, non-verbal/verbal communication skills
- Record keeping techniques with strong organizational skills, ability to prioritize and handle multiple tasks with deadlines
- Take the initiative and work independently, flexible
- Always maintain confidentiality and professionalism
- Must be punctual and reliable
- Ability to work with a diverse, multi-ethnic population

Other Qualifications:

- Possess reliable transportation and be able to attend off-site activities regularly

CORE COMPETENCIES

- **Professionalism**—Approaches others in tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **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.
- **Analytical**—Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **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.
- **Judgement**—Displays willingness to make decisions; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Strategic Thinking**—Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Initiative**—Volunteers readily; Undertakes self- development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation**-- Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others attention.
- **Diversity**—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 equitable workforce.

At-Will: Employment with DCS is an "At-Will" relationship. DCS is an Equal Opportunity Employer.

Name

Date

Supervisor

Date