



## **Administrative Assistant/Interpreter Scheduler JOB DESCRIPTION**

**Position:** Administrative Assistant/Interpreter Coordinator (Entry-Level)  
**Department:** Interpreting Department  
**Accountability:** Operations Manager  
**Job Status:** Full Time  
**Classification:** Non-Exempt-hourly  
**Salary:** \$38,000-\$40,000 (DOE)

### **GENERAL DESCRIPTION:**

The Administrative Assistant/Interpreter Scheduler is responsible for processing, scheduling and confirming interpreting requests; otherwise acts as a general assistant to the interpreter management team.

### **ESSENTIAL JOB FUNCTIONS:**

#### **Administrative Assistant Duties (50%)**

- Provides administrative support to the interpreter management team and staff
- Manage the day-to-day office operations
- Communicate rates, policies and procedures to requestors
- Works with the Billing Specialist to verify SAM/OIG checks, follow up calls in unpaid invoices
- Assist in facilitating workshops and community events for interpreting department
- Assist in coordinating in-house training logistics and secure professional development
- Assist with managing compliance records to meet contract requirements and update via Usked
- Assist with new freelance interpreters and enter their information into the database
- Works with interpreting department staff on team-level

#### **Interpreter Scheduler (50%)**

- Process, schedule, and confirm interpreting requests into the scheduling software
- Verify that schedules are balanced for staff interpreters using google calendar/Usked
- Answer voice and videophone calls; take accurate messages
- Maintain consistent and accurate records of all correspondence and requests
- Act as an advocate and liaison between consumers and requestors
- Use Microsoft Office and web applications as required to develop needed correspondence, forms and charts
- Provide a high level of customer service to clients, consumers and interpreters
- Follow industry standards including Registry of Interpreters for the Deaf, Code of Professional Conduct and HIPAA
- Coordinate and manage volunteer and intern assignment schedules
- Train interpreters and requestors on the use of DCS scheduling software
- Flexibility for occasional on-call weekend phones when needed

### **NON-ESSENTIAL JOB FUNCTIONS:**

- General office work, filing
- Provide information and referrals upon request and when appropriate
- Complete other duties as assigned

## EMPLOYMENT STANDARDS:

### Education:

- Degree in Business Administration, preferred
- Completion of AA degree
- College coursework in and/or completion of Interpreter Training Program

### Experience:

- 18 months - 3 years clerical/administrative experience
- 1-3 years of Customer Service experience
- Familiarity with American Deaf Culture and the San Diego Deaf Community
- Understanding of the Interpreting Profession and industry standards including The Professional Code of Ethics

### Skills:

- Use scheduling techniques to effectively maximize schedules with assignments
- Complete tasks efficiently, accurately and independently
- Provide superior customer service
- Analytical and problem-solving skills
- Work well in a team-oriented, diverse, and fast-paced environment
- Work in a detailed-focused environment and maintain document accuracy
- Learn and implement office methods, rules, and policies
- Perform routine clerical work
- Understand and carry out verbal/written directions promptly and accurately
- Maintain confidentiality and professionalism at all times
- Appropriate use of spoken and written English including spelling, vocabulary and grammar
- Modern software applications such as Microsoft Office including Word, Excel, Access, Outlook and PowerPoint, Windows, and Internet Browser applications
  
- **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 work flows 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.