



**INTERPRETING DEPARTMENT  
OPERATIONS MANAGER  
JOB DESCRIPTION**

**Position:** Operations Manager  
**Department:** Interpreting Department  
**Accountability:** Executive Director/Deputy Director  
**Job Status:** Full Time  
**Classification:** Non-Exempt, hourly  
**Salary:** \$45,000.00-56,000.00 (Annually) BOE

**GENERAL DESCRIPTION:**

The Operations Manager is responsible for overseeing the day-to-day operations of the Interpreting department and office staff, assisting with scheduling, compliance and other duties as assigned by the Executive Director/Deputy Director.

**ESSENTIAL JOB FUNCTIONS:**

- Provides administrative support to office staff within the interpreting department
- Manages the day-to-day scheduling office operations
- Supervises interpreter coordinators, provides coaching and training on how to engage with customers, interpreters and other stakeholders in order to build relationships
- Reviews and approves timecards and expense reports for office staff and staff interpreters
- Oversees compliance management for freelance interpreters
- Creates and implements a freelance interpreter onboarding
- Coordinates service delivery with Director, Contract Managers and staff interpreters
- Communicates rates, policies and procedures to requestors
- Maintains consistent and accurate records of all correspondence and requests
- Works closely on team level with the Contract Manager and Billing Specialist to maintain, verify and review service contracts
- Acts as an advocate and liaison between consumers and requestors
- Provides a high level of customer service to clients, consumers and interpreters including service recovery
- Coordinates and manages volunteer and intern assignment schedules
- Trains interpreters and requestors on the use of DCS scheduling software
- Responsible for customer, consumer and interpreter feedback, data collection and reporting

**NON-ESSENTIAL JOB FUNCTIONS:**

- General office work, answering phones, filing
- Provides information and referral upon request and when appropriate
- Performs such tasks and responsibilities as may be delegated by Executive Director/Deputy Director.

## **EMPLOYMENT STANDARDS:**

### **Education:**

- Bachelor's degree in human services, business administration or related field, desired
- Equivalent administrative experience in lieu of degree, acceptable

### **Experience:**

- 18 months – 3 years clerical/administrative experience
- 1-3 years of customer service experience
- 1-3 years of management 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, 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
- Learn and implement best practices policies and procedures
- Software applications such as Microsoft Office including Word, Excel, Access, Outlook, PowerPoint, Windows and Internet Browser applications

### **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.