JOB DESCRIPTION

JOB TITLE: Interpreter Coordinator
EMPLOYER: Deaf Community Services of San Diego, Inc.
DEPARTMENT: Interpreting
ACCOUNTABILITY: Interpreting Operations Manager
JOB STATUS: Full Time (40 hours)
CLASSIFICATION: Non-Exempt, hourly
SALARY: $16.82 to $18.75/hour

SUMMARY: Interpreter Coordinator’s role is responsible for the entirety of Interpreter assignment scheduling including but not limited to processing, scheduling and confirming interpreting requests.

DUTIES AND RESPONSIBILITIES:
• Processes, schedules and confirms interpreting requests using scheduling software system
• Prioritizes and schedules requests to ensure staff interpreters are efficiently scheduled
• Serves as the primary contact for requestors, clients and staff contacting the office regarding interpreting requests
• Transfers calls and/or takes accurate messages as needed; obtaining and recording the caller’s name, time of call, nature of business, and person called upon
• Operates a multi-line telephone console using video phones and voice lines
• Communicates rates, policies and procedures to requestors
• Acts as an advocate and liaison between consumers and requestors
• Provides administrative support to Operations Manager as needed
• Maintains consistent and accurate records of all correspondence and requests
• Works with the Operations Manager and Billing Specialist to maintain, verify and review service contracts as requested
• Provides a high level of customer service to clients, consumers and interpreters
• Follows industry standards including Registry of Interpreters for the Deaf, Code of Professional Conduct and HIPAA
• Flexibility for occasional on-call weekend phones when needed
• General office work, filing and other duties as assigned
• Provides information and referrals upon request and when appropriate
• Interprets as needed for in-office communication between staff and vendors when interpreters are not available
• Assist with record keeping and other tasks as assigned

QUALIFICATIONS:
• Degree in Business Administration or related field, preferred
• College coursework in and/or completion of American Sign Language, Deaf Studies, or Interpreter Training Program, preferred
• 18 months – three years clerical/administrative experience with heavy use of multi-line phones and Microsoft Office
• One - Three years of Customer Service experience
• One- Three years of Scheduling experience, preferred
• Familiarity with Deaf Culture and the San Diego Deaf Community
• Familiarity of San Diego County cities and traffic patterns
• Understanding of the Interpreting Profession and industry standards including the Professional Code of Ethics

COMPETENCIES:
• **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.
• **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
• **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
• **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.
• **Adaptability**--Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
• **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
• **Professionalism**--Approaches others in a 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.
• **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.

BENEFITS OFFERED:
Health insurance
Dental insurance
Vision insurance
Employee assistance program
Employee discount
Flexible spending account
Life insurance
Retirement plan
Paid time off
At least 12 paid Holidays per year

APPLICATION DEADLINE: Open Until Filled

TO APPLY: submit the following: 1. Resume, typed; 2. Cover Letter with salary expectations, video in ASL or typed, and email to: careers@dcsofsd.org