



## **JOB DESCRIPTION**

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

**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@dcsosfd.org](mailto:careers@dcsosfd.org)