

Job Description

Job Title: Interpreting Services Coordinator

FLSA Status: Non-Exempt

Department: Interpreting Services

Prepared Date: May, 2017

Reports To: Program Co-Director, Operations

Salary Range : \$40,000 - \$45,000

Summary:

The Interpreter Services Coordinator ensures that internal and external customers receive excellent services and high levels of satisfaction with their HSDC experience.

Essential Duties and Responsibilities:

- Responds to customer requests and inquiries regarding the accommodation of Deaf, Deaf-Blind and hard of hearing consumers, the profession of interpreting, and services offered by HSDC.
- Collaborates with the Operations Team to coordinate interpreter services from initial request to final payment, maximizing efficiency and demonstrating cooperative communication.
- Coordinates the schedule for staff interpreters and independent contractors to ensure maximum efficiency and interpreter wellbeing.
- Assures interpreter on-call coverage is maintained.
- Assist in maintaining staff/subcontractor records to verify compliance with various customer contracts.
- Solicits and shares feedback regarding services to enable continuous improvement.
- Perform work on weekends and evenings as needed to meet applicable deadlines.
- Other duties as assigned.

Supervisory Responsibilities: This position does not have supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Thorough understanding of the interpreting field, the greater Puget Sound interpreting community, the RID Code of Professional Conduct, and laws relating to accessibility
- Extensive experience in customer service
- Bachelor's Degree required; Business, communications or interpreting fields preferred
- Knowledge/familiarity with Deaf, Deaf-Blind and Hard of Hearing people and their culture
- HIPAA certified or willingness to complete certification

Language Skills:

- Excellent written and verbal communication skills
- Demonstrated fluency in American Sign Language or willingness to learn

Other Skills:

- Detail oriented, with excellent organizational skills and ability to process several tasks simultaneously.
- Fluency in standard computer programs and ability to learn custom software.
- Ability to work collaboratively in a team environment.
- Ability to interact with colleagues from a variety of backgrounds (customers, colleagues and management).

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is typically performed in an office environment, with a moderate noise level. To perform the job, the employee is frequently required to use the telephone/vp and communicate clearly in person with individuals and groups. The employee is required to read and respond to documents in hard copy and electronic form, and use a computer, phone/videophone, fax, copy machine, scanner and shredder.

Application Process:

Please send a cover letter, resume, and professional references to:

Director of Interpreting Services via e-mail at InterpretingPD@hsrc.org