

Job Title: Office/Program Manager

FLSA Status: Exempt

Department: Interpreting Services (IS)

Prepared Date: October 2018

Reports To: Director of Interpreting Services

Salary Range: \$50,000-60,000

Summary:

The **Office/Program Manager** is a full-time position which manages the IS scheduling office and reports to the Director of Interpreting Services.

Core qualifications for this position are fluency in American Sign Language, a proven track record of successfully managing a program/business, and the ability to multi-task and work well with a diverse group of people.

Essential Duties and Responsibilities:

- Supervises administrative staff, including scheduling team.
- Resolves issues and disputes with customers, scheduling staff and contractors as needed.
- Participates in the selection and training of departmental operations staff.
- Responds to customer requests and inquiries regarding the accommodation of Deaf, DeafBlind, and hard of hearing consumers, the profession of interpreting, and the services offered by Interpreting Services and HSDC.
- Assists schedulers in daily operations.
- Works closely with the schedulers in maintaining client service and satisfaction.
- Serves as liaison with interpreters and customers to strengthen relationships and programs.
- Schedules appropriate interpreters to a variety of job requests, communicating with customers to gather information, communicating with Deaf, DeafBlind, and hard of hearing clients to ensure their needs are being met.
- Maintains direct contact with the Program Director on all customer-specific issues.
- Works with Program Director to develop and maintain policies needed for efficient operations.
- Establishes and maintains Letters of Agreement for customers; maintains customer records using custom software.
- MOD/ESLIP: Acts as Manager on Duty to troubleshoot staff needs after-hours on a rotating basis.
- Assures on-call and MOD/ESLIP coverage is maintained and in compliance with contracts.
- Provides regular reporting as required, including ESLIP, DSHS, and medical reporting.
- Works with the Program Director to help oversee interpreter contract compliance, particularly for medical & DSHS contracts.
- Ensures quality customer care and services are provided on time and within compliance.
- Additional duties as requested by Program Director.

Supervisory Responsibilities:

This position manages schedulers in the Interpreting Services Department. Responsibilities include training, planning, assigning, and directing work; addressing complaints and resolving problems.

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:

- 2+ years of administrative or office experience required; 5+ years preferred
- 2+ years supervisory experience
- Bachelor Degree required; MA in Business Management or Nonprofit Management preferred, or equivalent experience
- HIPAA training and/or experience preferred
- Thorough understanding of the interpreting field, the greater Puget Sound interpreting community, the Code of Ethics, and laws relating to accessibility
- Extensive knowledge of Deaf culture
- Excellent organizational and communication skills

Language Skills:

- **Fluent in American Sign Language**

Reasoning Ability and Soft Skills:

- Excellent customer service skills
- Ability to work in a fast-paced environment and address emergent needs
- Flexible and highly organized
- A self-starter and a team player
- Must have excellent social/interpersonal skills in dealing with the public and be comfortable/respectful of a diverse population
- Ability to prioritize, and exercise a high degree of independent judgment and confidentiality
- Proficiency in Microsoft Office programs and general office equipment; ability to use TTY and videophone (or the ability to be trained in these)
- Pre-employment background check required

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. Occasional travel to off-site locations may be required, in a variety of settings. This position also requires use of a computer, cell phone, and occasionally video relay equipment (camera, speakers, and microphone). Employee must be able to lift files, as well as have access to staff email and availability via phone/text is required for quick response to coworkers.

How to Apply

E-mail cover letter and resume to Bart Williams at InterpretingPD@hsrc.org. No phone calls, please.

HSDC is an Equal Opportunity Employer