

**Job Title:** Interpreting Services Scheduler

**FLSA Status:** Non-Exempt

**Department:** Interpreting Services

**Prepared Date:** September 2018

**Reports To:** Program Director

**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, DeafBlind 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 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, DeafBlind 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; 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 a variety of backgrounds (customers, colleagues and management).

### **Physical Demands and Work Environment:**

Reasonable accommodations may be made enabling people with disabilities to perform 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.

### ***How to Apply***

Please forward resume and cover letter to: [interpretingpd@hcdc.org](mailto:interpretingpd@hcdc.org).