



## **INTERPRETING COORDINATOR**

The mission of Bridges for the Deaf and Hard of Hearing is to build access, equity, and inclusion in partnership with the D/deaf, Deaf-Blind, and Hard of Hearing communities through advocacy, education, empowerment, and effective communication. That's been our commitment for 95 years, and we are as dedicated to this purpose today as we were in 1927. BridgesDHH serves West, Middle, and East Tennessee through offices located in Memphis, Nashville, and Johnson City—BridgesWEST, BridgesTN, BridgesEAST.

### **Position**

The full-time Interpreting Coordinator, reporting to our Vice President of Interpreting Services and working closely with our team across all locations, will be a strategic, new position with a variety of responsibilities including assisting with scheduling, sometimes directly interfacing with customers and interpreters but most often coordinating schedules, confirmations, and changes, and directly responsible for growing our new Access on Demand service through customer acquisition, retention, and maintenance. The successful candidate will be a strategic thinker with a puzzle-solving mind who enjoys a fast pace and someone who is personable, outgoing, unflappable, high energy, and not afraid of “no.”

### **Responsibilities**

- Communicate regularly with interpreters (contracted and staff) in order to fulfill requests.
- Coordinate schedules of both staff and contract interpreters.
- Maintain online scheduling system and online hours to ensure accurate pay and billing.
- Answer phone calls for the agency.
- Provide new customers with agency policies and procedures.
- Perform or ensure completion of customer confirmation calls.
- Monitor feedback from the hearing, Deaf, and interpreting community and assist in finding solutions to any issues that may need to be addressed.
- Engage in customer satisfaction duties as needed.
- Maintain after-hours schedule for on-call interpreters.
- Provide exceptional customer service to those the agency serves.
- Develop and maintain a positive working relationship with requesting entities.
- Have a working knowledge of ADA as it applies to the D/deaf, deaf-blind, and hard of hearing communities.
- Develop and implement a plan for new customer acquisition for Access on Demand.
- Maintain and retain customer relationships for Access on Demand.
- Provide monthly reports on department outputs and outcomes.
- Other duties as assigned.

### **Qualifications**

- Experience as an office manager, receptionist, scheduler, administrative assistant, and/or interpreter.
- Conversational fluency in ASL.
- Coachable and mature.

- Strong people skills and ability to navigate challenging personalities and situations.
- Puzzle solver with a good sense of humor, strong sense of self, and appropriate boundaries.
- Curiosity about and joy in building relationships with the community and with customers.
- Successful track record in setting priorities; keen analytic, organizational, and problem-solving skills.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- Personal qualities of integrity, credibility, and dedication to our mission.
- Ability to function as part of a team and to take direction while also being able to work independently.
- Strong sense of professionalism, self-awareness, respect, courtesy, common sense, humor, and grit.
- Proficiency in MS Office with strong written English skills and knowledge of databases.
- Hands on experience with basic office machines and equipment.

To apply, please submit a cover letter, resume, and references to [info@bridgesfordeafandhh.org](mailto:info@bridgesfordeafandhh.org). Applicants will not be considered unless all requested elements are provided. No phone calls please.