



**BRIDGES**  
FOR THE DEAF AND HARD OF HEARING

## **INTERPRETING SCHEDULER/STAFF INTERPRETER - BridgesWEST, Memphis, TN**

In partnership with and following the lead of our Deaf, Deaf-Blind, and hard of hearing communities, BridgesDHH is building access, equity, and inclusion through advocacy, education, empowerment, and effective communication.

### **Position**

Reporting to the Director of BridgesWEST, the Interpreting Scheduler/Staff Interpreter serves as the primary point of contact for customers and contract interpreters, accepting and scheduling requests, helping customers understand ADA/equal access/effective communication, and scheduling and logging requests accurately; actively and respectfully working with staff and contract interpreters to ensure all requests are filled, that interpreter schedules are balanced and well matched to client preferences and needs; following up with customers for confirmations, changes, etc.; and generating accurate, monthly reports. This position also fills jobs as a staff interpreter, covering fifteen to twenty billable hours weekly. This position is fast paced and demanding, juggling multiple priorities and making strategic decisions in a timely, professional manner.

### **Responsibilities**

Communicate regularly with interpreters (contracted and staff) in order to fulfill requests in the BridgesWEST service area.

Coordinate schedules of both staff and contract interpreters.

Provide ASL-English interpreting services for interagency needs as well as the Deaf, hard of hearing, and Deaf-Blind communities.

Answer phone calls for the agency.

Provide new customers with agency policies and procedures and ensure those are understood and accepted in writing.

Perform or ensure completion of customer confirmation calls.

Monitor feedback from the hearing, Deaf, and interpreting communities and assist in finding solutions to any issues that may need to be addressed.

Engage in customer satisfaction duties as needed including but not limited to customer follow-up phone calls.

Maintain after-hours schedule for on-call interpreters.

Provide exceptional customer service to those the agency serves, creating a welcoming, warm, and professional environment for all staff, customers, and clients who enter BridgesWEST or who encounter us in the field.

Develop and maintain a positive working relationship with requesting entities.

Make third parties aware of ADA compliance issues where appropriate.

Assist the Director of BridgesWEST and the BridgesDHH Vice President of Interpreting Services with specified reporting.

Fulfill other duties as assigned.

### **Qualifications**

Bachelor's degree preferred. Interpreting credentials required.

Strong organizational and time management skills with exceptional attention to detail—a puzzle solver's mind.

Customer/consumer focus.

Excellent verbal and written communication skills. Must be familiar with basic computer programs (i.e. Microsoft Word, Excel). Must enjoy working in a fast-paced environment.

Flexible and adaptable style.

High levels of energy and passion for BridgesDHH's mission is essential.

A professional and resourceful style; the ability to work independently and as a team player, to take initiative, and to manage multiple tasks and projects at a time.

Respect for others, sense of humor, conflict resolution skills, grit, drive, professionalism.