

Interpretation Coordinator I Job Description – March 2024

Reports to: The Interpreter Network Program Manager

Direct Reports: None

Status: Exempt Full-Time Employee with Benefits

Starting Salary: \$44,000

Benefits: Health & Dental Insurance, Life Insurance, Disability Insurance, 403b Retirement Plan, Paid Holidays, Vacation Leave, Personal Days, Sick Leave and parking provided

Work Schedule: Monday-Friday from 8:30am-5:00pm; hybrid (office and remote); some local travel

Spring Institute Mission:

Building a thriving intercultural community through learning and advocacy

Organizational Information:

Founded in 1979, Spring Institute for Intercultural Learning is a nationally recognized provider of effective intercultural learning programs and services. It is a nonprofit, community-based organizations working to build brighter futures for individuals and foster organizations that are more inclusive. The Interpreter Network, a program by Spring Institute, is a leading provider of interpretation, translation and training services in Colorado and New Mexico.

Role:

The Interpretation Coordinator I assists in the scheduling of interpreters in response to client needs. They respond to the customer service needs and play a key role in ensuring we fulfill the expectations of our customers. They support various parts of the business and the day-to-day operations.

Major Duties and Responsibilities:

- Coordinate the interpretation needs of TIN clients by matching client needs with interpreter skills and schedules
- Work with Interpretation Coordinator II to better understand the procedures and processes for onboarding new assignments/projects
- Assist Senior Program Manager in the development and implementation of processes and procedures that would enhance the efficiency of TIN
- Represent The Interpreter Network in a customer-focused fashion by returning calls and emails promptly, searching for answers and additional resources when necessary, taking initiative to solve problems, or requesting necessary assistance
- Assist with the preparation and facilitation of in-person and video remote simultaneous interpretation appointments, which includes client/interpreter communication, equipment preparation and delivery, and day-of troubleshooting and support.
- Develops a professional relationship with clients by learning about the work of each organization and maintains sound relationships with key people.
- Engages in customer care initiatives that promote client satisfaction, retention and growth.

- Maintain/update information in scheduling database.
- Assist Senior Program Manager with monthly billing/invoicing.
- Assists with special projects assignments when needed.
- Attend Spring Institute staff meetings and events.

Education/Experience:

- 2 years of similar experience (coordination, scheduling and/or working in a medical office or other high-risk environments)
- BA in a related field or commensurate experience
- Interpretation experience and/or experience working with interpreters preferred

Skills:

- Demonstrated success in managing multi-faceted projects
- Proficient with Microsoft Office Suite and Google applications (experience with scheduling software preferred)
- Ability to work and communicate effectively with people of diverse cultural backgrounds
- Problem solver
- Ability to work in a fast-paced environment
- Self-starter and detail oriented
- Excellent communications skills, both written and oral
- Excellent interpersonal relationship skills
- Customer service oriented
- Bilingual/multilingual preferred

Please email your resume and letter of interest to aneira@springinstitute.org. No phone calls please.

*Spring Institute for Intercultural Learning is an Equal Opportunity Employer.
Committed to diversity in our work and our workplace.*