**Position Title: Senior Manager of The Interpreter Network**
**Date: October 2024**

**Reports to:** Director of Programs
**Direct reports:** Interpretation, Translation and Training Coordinators; Contract Interpreters, Translators, and Trainers
**Status:** Full-time, Exempt position
**Location:** Hybrid
**Salary**: $70,000 - $75,000

**Organization:** As the leading provider of interpretation and translation services in the Rocky Mountain region for more than 20 years, The Interpreter Network by Spring Institute works with highly skilled interpreters and translators in over 100 languages. The Interpreter Network is a social enterprise of Spring Institute for Intercultural Learning, a nonprofit organization founded in 1979 with a mission to build a thriving intercultural community through learning, language access, and advocacy.

**Essential Duties and Responsibilities:** The Manager is responsible for overseeing all day-to-day operations of The Interpreter Network (TIN) by Spring Institute. The Manager monitors all project work in order to deliver a quality product and excellent customer service, meeting or surpassing annual projected net budget revenues. The Manager supervises the TIN team, as well as all contractors, and handles all program payables, receivables, and contracting.

*Customer Relations (35%):*
- Maintain and deepen relationships with existing client organizations.
- Continuously improve the processes and infrastructure needed to respond to client needs.
- Represent TIN in a customer-focused fashion by returning calls promptly, searching for answers and additional resources when necessary, taking initiative to solve problems, or requesting necessary assistance.
- Cultivate new relationships with potential clients and negotiate contracts as needed.
- Respond to all billing and performance disputes and concerns.

*Management and Supervision (40%):*
- Recruit TIN staff and contract interpreters.
- Train, lead, and supervise TIN staff.
- Implement orientations and training for new staff and interpreters, and provide professional development opportunities for staff and interpreters.
- Oversee all aspects of budget, project development, implementation and follow-up.
- Create quarterly reports for executive team and board.
- Coordinate with Accounting Manager on payables and receivables, reviewing monthly reports for complete accounting accuracy.
- Analyze TIN statistics and trends, and update executive team.

*Marketing (25%):*

- Conduct market research and help develop an annual marketing plan for interpretation and translation services, as well as interpreter training.
- Remain current with research findings, trends, and data available making use of "best practices" for interpreter agencies.

**Education/Experience:** Bachelor's degree, fluency in second language, and 4-6 years of related experience in program management, language access, or related field required. At least two years of experience in staff supervision. Interpretation experience highly preferred.

*Required:*
- At least four years management experience in interpretation/translation services or related field
- At least two years supervisory experience
- Financial management and budgeting experience in corporate sector or social enterprise
- Marketing experience in corporate sector or social enterprise
- Strong customer service skills
- Fluency in a second language

*Preferred:*
- Strong business skills and entrepreneurial spirit
- Demonstrated success in managing complex projects
- Strong problem-solving skills
- Self starter who is thorough and accurate with details
- Interpretation experience
- Advanced knowledge of the MS Suite (Word, Access, Excel, Power Point) and Google Workspace: (Google Documents, Sheets, Surveys)
- Work experience in an organization serving Refugee/Immigrant populations
- Demonstrated ability to develop networks, work collaboratively, and create effective partnerships
- Proven ability to work and communicate effectively with people of diverse backgrounds
- Dispute resolution skills

**To apply:** Send resume and cover letter to Alexandra Neira, aneira@springinstitute.org.