

Position Title: Program Manager of The Interpreter Network

Reports to: Director of Programs

Direct reports: Coordinator I & Senior Coordinators; Contract Interpreters & Translators

Status: Full-time, Exempt position

Location: Hybrid

Salary: Base salary \$60,000 - \$65,000 + bonus structure

Spring Institute Mission:

Building a thriving intercultural community through learning, language access, and advocacy

Organizational Information:

Founded in 1979, Spring Institute for Intercultural Learning is a nationally recognized provider of effective intercultural learning programs, language access and advocacy. Spring Institute has grown substantially since its founding to provide a range of services for linguistically and culturally diverse refugees, immigrants, and low-income families from birth to older adulthood. While Spring Institute continues to focus on the core values of adult education, employment, and integration, the organization has responded to the evolving needs of the community being served.

The Interpreter Network: 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 (30%):

- Strategic relationship management - proactively manage a diverse portfolio of existing and lapsed client organizations; implement tailored engagement strategies to secure renewals and reactivate dormant accounts
- Audit and refine customer service workflows and infrastructure to respond to client needs; leverage data-driven insights to create improved response capabilities.

- Act as a brand ambassador for TIN, ensuring a “client-focused” experience, through rigorous responsiveness standards, including taking initiative to solve complex issues and using cross-functional collaboration to ensure the best solutions

Sales & Marketing (25%):

- Business development - identify and capture strong leads through targeted outreach; spearhead end-to-end contract negotiations for favorable terms and long-term growth.
- Leverage market research and analysis to help develop an annual marketing roadmap that positions translation, interpretation and translation services as premium solutions
- Stay abreast of emerging industry data and global trends to implement "best-in-class" practices, ensuring TIN remains a competitive leader in the language services sector

Management and Supervision (30%):

- Lead and supervise TIN team and manage contract vendors, including overseeing orientations and onboarding
- Oversee all aspects of fiscal and project development - from initial development through post-implementation and follow-up - including resolving complex discrepancies and concerns
- Direct the development and submission of monthly and quarterly program reports, including billing payables/ invoicing, analyzing trends, outcomes, and impact data to inform program improvement and leadership decision-making
- Actively engage in Spring Institute meetings, professional learning opportunities and foster collaborative relationships with other Spring Institute teams to streamline communication and prevent service duplication

Translation Coordination (15%):

- Oversees the planning, coordination, and delivery of translation and localization projects
- Serves as the main point of contact between clients, translators, and internal teams, ensuring projects are completed on time, within budget, and meet quality standards
- Responsibilities include assigning linguists, managing timelines, tracking progress, reviewing deliverables, and handling any issues that arise
- Ensures consistency in terminology, maintains client relationships, and may support quoting and process improvements
- Ensures proper and timely billing, payments, and reporting to the Finance team and other involved parties

Education/Experience: Bachelor’s degree or relevant work experience, fluency in second language preferred, and 3-5 years of related experience in program management, language access, sales & marketing, business development or related field required.

Skills Required:

- Strong business skills and entrepreneurial spirit
- At least three years management experience in interpretation/translation services or related field and at least two years supervisory experience

- At least two years experience in fiscal and budget management, including P&L responsibility in a corporate setting or social enterprise
- At least two years experience in business development to create multi-year growth targets for products and implementing strategies for expansion and growth.
- Experience developing integrated marketing strategies (print, web, social media) that elevate a brand or product to generate expansion and growth.
- Demonstrated ability to develop networks, work collaboratively, and create effective partnerships
- Proven ability to work and communicate effectively with people of diverse backgrounds, including strong customer service skills, strong problem solving and dispute resolution skills
- Demonstrated experience managing a diverse, often multilingual team and fostering an inclusive internal culture that mirrors the community served.
- Demonstrate high-level initiative by independently researching resources and navigating internal roadblocks to resolve client challenges; maintain a 100% "same-day" response standard for all primary inquiries.

Preferred:

- Demonstrated success in managing complex projects
- Self starter who is thorough and accurate with details
- Fluency in a second language
- Interpretation experience
- Work experience in an organization serving Refugee/Immigrant populations
- Advanced knowledge of the MS Suite (Word, Access, Excel, Power Point) and Google Workspace: (Google Documents, Sheets, Surveys)

To Apply: Please email a cover letter and resume to traju@springinstitute.org. No phone calls please.

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

Spring Institute for Intercultural Learning is an equal opportunity employer committed to diversity in our work and workplace.