



## EMPLOYMENT OPPORTUNITY

### INTERPRETING SERVICES ASSIGNMENT COORDINATOR

The Deaf-Hearing Communication Centre (DHCC) is an innovative, non-profit organization that promotes equal communication access and cultural awareness for Deaf, hard of hearing and hearing individuals by providing such services as sign language interpreting, sign language classes, educational workshops, and advocacy. We have an exciting opportunity for an organized, enthusiastic, outgoing individual to coordinate assignments for our Interpreter Referral Department (IRD).

**Job Summary:** Handles high volume of incoming requests for interpreting. Assigns interpreters based on knowledge of their skills, preferences and availability, and consumer's preferences and needs. Explains rates, policies and procedures to customers and ensures proper payment guarantee is received. Maintains schedules and other job information through custom-designed computer system. Enters data for requests and billing on a daily basis. Advocates, educates and advises on rights and responsibilities for communication access. Markets DHCC's services and provides quality customer services. Provides support for the Emergency Interpreting Service and performs other assigned duties to support DHCC and management as required.

#### **Qualifications:**

- College Degree in Deaf Studies or Interpreting. Consideration given to those with other college degrees, with appropriate experience or enrolled in an Interpreter Training Program. BA in related field an asset.
- Strong experience in Deaf and hard of hearing communities
- Fluent in American Sign Language; native user, preferred
- Knowledge of interpreting practices and Deaf culture.
- Excellent verbal and written communication skills.
- Proven office and customer service experience.
- Ability to handle details without losing the big picture.
- Excellent organizational and problem-solving skills.
- Ability to handle pressure in a very fast paced environment.
- Excellent telephone manner.
- Ability to relate well to others and work in a team environment.
- Computer literate with high level of data entry accuracy.

#### **The position will remain open until filled.**

Send resume and cover letter with salary expectation to:

Jeanne Bonnes, Interpreter Services Manager

DHCC

630 Fairview Rd., Ste. 100

Swarthmore, PA 19081

Email: [jbonnes@dhcc.org](mailto:jbonnes@dhcc.org) Fax: 610 604 0456