



Job Posting: 08/6/2023

Interpreting Services Coordinator (Full-Time)

Description

The Interpreting Services Coordinator under the direction of the Executive Director, is responsible for coordinating and supervising the interpreting services, working with staff interpreters and freelance interpreters, mentoring interpreters, and providing interpreting services to in-house staff upon request.

Required Qualifications

RID NIC and/or BEI Master certifications; Understanding of the non-profit organization profession and industry standards, including the professional code of ethics; Ability to maintain professional boundaries with all clients and consumers; Ability to work comfortably in settings with diverse populations; Demonstrated working knowledge of Section 504 of the Rehabilitation Act of 1973, Section 508 of the Americans with Disabilities Act (ADA) of 1990, the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and the Family Educational Rights and Privacy Act (FERPA).

Required Skills, Experiences & Education

Language: Advanced - Proficient American Sign Language skills with RID NIC, CDI or BEI Master certifications

Education: Bachelor's degree in interpreting

Experience: One year experience in supervision.

Knowledge: Customer Service, Interpreting Scheduling platform, and supervision

Terms of Employment

This is a full time, non-exempt position.

Salary/Benefits

Salary: \$56,000. Benefit options include full life, disability, dental, and health insurance, annual/sick leave, and retirement.

Essential Duties and Responsibilities

The below-listed duties are not exclusive or all-inclusive. Other duties may be required and assigned.

- Contributes to improving interpreting services for Knoxville Center of the Deaf.
- Answers phone and videophone calls and emails from clients promptly and quickly.
- Assists the scheduler with some phone calls and scheduling as needed.
- Serves as the primary interpreter for all requests from Knoxville Center of the Deaf employees.

- Serves as the secondary interpreter for all requests from consumers (20 hours a week maximum).
- Supervises the interpreting services team including providing evaluation, feedback, support, and decision-making.
- Understands and utilizes the Gridcheck system.
- Develops and reports monthly data to the executive director.
- Organizes and executes educational workshops for interpreters.
- Maintains certifications by completing CEUs.
- Coordinates all recruitment, interview and onboarding of freelance sign language interpreters.
- Coordinates and supervises interpreting internships.
- Works closely with higher education institutions on internship opportunities for student interpreters.
- Maintains and upkeep communication with contractors.
- Completes all and other administrative tasks.
- Comply with confidentiality expectations and HIPAA practices.
- Maintains presence in and understanding of deaf communities and latest sociocultural trends
- Other duties as assigned by the Executive Director.

Submit a cover letter and resume:

Ms. Christina Vorreyer-Davis, Executive Director
cdavis@kcdtn.org

The applicant for this position must complete a full background check, including fingerprinting.

An Equal Opportunity Employer

The Knoxville Center of the Deaf is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression. We are committed to providing an inclusive and welcoming environment for all members of our staff, consumers, clients, contractors, and volunteers.