



Knoxville Center of the Deaf

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Job Posting: 12/6/24

Staff Interpreter-Scheduler (Part-Time)

Description

The Staff Interpreter Scheduler, under the direction of the executive director, is responsible for the entirety of interpreter assignment scheduling, including, but not limited to processing, scheduling, and confirming interpreting requests and providing interpreting services primarily for Knoxville Center of the Deaf employees and secondarily, for the community.

Required Qualifications

Knowledge of Deaf culture and the process of scheduling; Understanding of the interpreting 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; The ability to work with scheduling logistics. 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).

Preferred Qualifications

- Experience in schedule management
- Strong work ethic and high level of energy.
- Demonstrate accountability, personal integrity, organizational skills, and a proactive positive attitude while executing ongoing tasks.
- Customer service-centric personality.
- Computer savvy and able to multitask in a fast-paced environment.

Terms of Employment

This is a part-time position working 20 hours a week between 9 am to 1 pm.

Hourly:

Hourly rate: \$15

Essential Duties and Responsibilities

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

- Processing, scheduling, and confirming interpreting requests.
- Schedules and confirms interpreting requests using Gridcheck a scheduling program.
- Prioritizes and schedules requests to ensure that interpreters are efficiently assigned.

- Serves as the primary contact person for requestors, clients, and staff contacting the office regarding interpreting requests.
- Multi-tasks and operates telephone consoles using video phones and voice lines.
- Communicate rates, policies, and procedures to requestors clearly and professionally.
- Acts as an advocate and mediator between consumers and requestors.
- Maintains consistent and accurate records of all correspondence and requests.
- Provides a high level of customer service to clients, consumers, and interpreters.
- Comply with the Confidentiality and HIPAA.
- Other duties as assigned by the executive director.

Submit a cover letter and resume:

Ms. April Haggard, Interim Executive Director
ahaggard@kcdtn.org

The applicant for this position must complete full background checks, 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 based on 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.