



JOB DESCRIPTION

Job Title: Interpreter Manager
Department: Interpreting
Reports To: CEO
FLSA Status: Exempt
Supervisor
Responsibilities: Interpreter Supervisor, Interpreting Staff

Position Summary: The Interpreter Manager will oversee the day-to-day operations in the Interpreting Department. The responsibilities include, but not limited to: department workflow, productivity, and adherence to the RISE mission and vision. Manager will ensure staff understand their duties and RISE policies.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manage and maintain employee communication logs
- Establish and maintain a regular review schedule
- Develop and maintain Employee Recognition Program
- Recruit, interview and orient new Interpreters to RISE Interpreting
- Determine pay rate using standard formula for new hires and pay adjustments
- Screen Independent Contractors and refer to HR for processing
- Update and maintain Department Orientation materials
- Works with Customer and Customer Service to resolve issues as needed.
- Proactively work with customers, consumers, and administration to improve service
- Develop and maintain Standard Operating Procedures

Professional Development

- Plan and oversee RISE workshops and CMP sponsorship
- Oversee Mentoring Program
- Interpreter observations and feedback.

Performance Interpreting

- Recruit and negotiate rates for performance Interpreters
- Assist in preparing bids for performance events
- On-site coordination as needed

General

- Interpret as needed
- Represent the company at community meetings and events
- Other duties as assigned

Competencies: To perform the job successfully, an individual should demonstrate the following.

- **Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.
- **Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
- **Problem Solving** - Develops alternative solutions. Gather and analyze information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.
- **Sales Skills** - Product knowledge, objection handling/prevention, prospecting, research/information gathering, critical thinking, negotiating, closing techniques

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- **Education/Experience:**
High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- **Language Ability:**
Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.
- **Mathematical Ability:**
Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.
- **Reasoning Ability:**
Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Computer Skills:**
Various software including: word processing, spreadsheets, accounting, e-mail, CRM/database management

Certificates and Licenses: RID certified, Bachelor's Degree

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.