



## Interpreting Coordinator Support Staff

### Position Summary:

We are seeking an Interpreting Coordinator Support Staff that excels in administrative tasks. This role is perfect for a professional who enjoys working in an office setting and is passionate about interpreting. The successful candidate will manage interpreter scheduling, and support office operations, ensuring that our services run smoothly and effectively.

### Duties/Responsibilities:

- **Customer Service:** Maintain a strong focus on customer service, ensuring that interpreting job orders are fulfilled expeditiously and with the highest level of professionalism.
- **Confidentiality:** Keep all assignment-related information strictly confidential.
- **Office Support:** Assist with office projects and needs, including entering new order information into a proprietary system/database with accuracy and detail and collaborating with stakeholders.
- **Scheduling:** Manage the scheduling of interpreters, interfacing with clients and vendors to coordinate services effectively.
- **After-Hours Support:** Provide support after hours by phone and email as needed.
- **Continued Learning:** Strive to enhance knowledge and skills through workshops, professional meetings, and interactions with colleagues. Stay updated on current literature in the field.

### Required Skills/Abilities:

- **Proficiency in ASL:** ASL knowledge preferred, or willing to learn within 2 years.
- **Organizational Skills:** Excellent organizational abilities with attention to detail.
- **Professional Conduct:** Able to work in fast paced office setting, while maintaining professional communication with clients, and Interpreters
- **Technical Proficiency:** Comfortable using Microsoft Office Suite (Word, Excel, Outlook) and Google Products (Google Drive, Gmail).
- **Web-Based Platforms:** Knowledge of web-based meeting platforms such as Zoom, Microsoft Teams, Webex, and Google Meets for Video Remote Interpreting.
- **Ethical Practices:** Complete continuing education and maintain ethical business practices.

### Why Join Us?

At the Mill Neck Family of Organizations, we offer more than just a job—we offer the opportunity to be part of something bigger. By joining our team, you will contribute to empowering the Deaf and Hard of



Hearing community and work in a supportive environment where your efforts make a meaningful difference every day.

**How to Apply:**

If you are passionate about making an impact and meet the qualifications above, we invite you to apply. Please submit your resume and a cover letter detailing your experience and why you are a great fit for this role to [careers@millneck.org](mailto:careers@millneck.org)