



Sign Language Interpreter Coordinator

For more than 25 years, businesses and organizations have chosen Mill Neck Interpreter Service—a non-profit agency comprised of the industry’s leading American Sign Language interpreters and Deaf Sign Language interpreters. Coordinators are responsible for exemplary customer support to manage client requests. Coordinators must provide stellar communication with all parties. Organizational skills and problem solving capabilities are critical components of the job. Candidates must thrive working in fast-paced environment providing critical services to the Deaf Community.

Full Time Position – 40 hours a week, Monday through Friday

Responsibilities and Duties

- Team player working closely with other staff members, employees out in the field, clients and participants to coordinate ASL/English interpreting services.
- Assist clients and interpreters when an issue arises
- Support with administrative projects as needed.
- Prepare quotes for clients
- Provides support after hours by phone and email
- Maintain confidentiality and abide by the NAD-RID Code of Professional Conduct.
- Engage in professional development activities to maintain current skills and knowledge of industry trends & changes.

Desired Skills & Abilities:

- Work collaboratively in a fast paced environment
- Excellent customer service with clear communication to all stakeholders.
- Sensitivity and experience working with diverse cultural communities and individuals
- Impeccable organizational skills
- Problem solver under a short amount of time
- Time management with ability to meet fast-paced deadlines.
- Able to generate data and reports using excel
- Work well independently and as a team
- Strong communication via phone and email
- Excellent office, administrative, phone and computer skills
- Familiar with Deaf Culture and/or American Sign Language (ASL)
- Maintain average email response time of 24 hours during normal business hours
- Bilingual/Multilingual is a plus.

Computer Skills:

- Microsoft Office Suite, including Word, Excel, and Outlook
- Google Suite, including Docs, Drive, Forms, and Gmail
- Working knowledge of a variety of technical platforms such as Zoom, Google meets, Microsoft Teams, etc.

Email your cover letter and resume to: Careers@millneck.org