

## Nationalities Service Center Position Description

<b>Position: Interpretation and Translation Assistant Coordinator</b>	<b>Department: Interpretation and Translation Department</b>
<b>Reports to: Interpretation and Translation Coordinator</b>	<b>FLSA Status:</b>

### **Position Summary**

The Interpretation and Translation Coordinator Assistant will assist, support and be responsible to Coordinator for set-up and maintenance of interpretation and translation projects and billing, receiving and sending correspondence, updating records, communicating with clients and vendors, answering phones and performing other office-related tasks. This position may also involve inquiries about past due balances and identifying the problems that need to be solved.

### **Essential Functions**

- All of the above as stated in the general description.
- Provides back-up to T&I Coordinator when needed, taking requests from clients and scheduling translators and interpreters.
- Supports department operations including the timely and accurate reporting of outcomes and statistics.
- Accepts payments, enters data, and submits to NSC Office Manager.
- Maintains client, vendor and financial database and files.
- Identifies and contacts overdue and delinquent accounts and resolves outstanding bills.
- Assists T&I Coordinator in recruitment, screening and contacting of new interpreters and translators.
- Also works with T&I Coordinator to coordinate special interpreter training sessions, with scheduling, mailings/calls to interpreters and execution of trainings.
- Assists with mailings and other marketing objectives for the T&I Department.
- Remains current with software and attends meetings.

### **Non-Essential Functions**

1. Adheres to NSC's confidentiality guidelines and ensures the appropriate handling of sensitive information.
2. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
3. Other duties as assigned within the scope of position expectations.

## **Knowledge, Skills, and Abilities**

- Basic understanding of NSC's mission, vision, values, programs and services and business plan.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Quickbooks, Microsoft Office, spreadsheets, and customized databases.
- Adheres to all NSC and departmental policies and procedures.
- Attends all NSC in-services as required.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team's work.

## **Experience, Education, and Licensure**

**Minimum Experience:** Experience working in a non-profit sector.

**Minimum Education:** Two-year degree from an accredited college in a related field of study.

## **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.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

## **Work Environment**

The work environment characteristics 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.

1. The noise level in the work environment is usually moderate.
2. Position may require occasional trips to attend conferences seminars, and meetings.
3. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

*Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*