



## Job Opportunity

<b>Position Title</b>	<b>Dispatcher</b>
<b>Location</b>	4700 Reed Road, Suite B Upper Arlington, OH 43220
<b>Department/Section</b>	Interpreting & Translation Services
<b>Employment Status</b>	Part-time (30 Hrs)
<b>Salary/Benefits</b>	Commensurate with experience
<b>Schedules</b>	Flexible schedule which may include daytime hours, evenings, and/or weekends as necessary
<b>Duties</b>	<ul style="list-style-type: none"> <li>● Answering calls from clients requesting interpreters and modifying/confirming appointments.</li> <li>● Entering and maintaining appointment information in AACCS's customized computer software.</li> <li>● Coordinating with our staff of interpreters and scheduling appointments according to each interpreter's credentials, availability, and requesting facility's particular requirements.</li> <li>● Confirming each appointment with both the interpreter and the client and communicating any scheduling changes with both parties.</li> <li>● Contribute to the preparation and completion of billing process</li> <li>● Providing other departmental assistance as necessary.</li> </ul>
<b>Education</b>	Minimum of high school diploma or equivalent
<b>Required Qualifications</b>	<ul style="list-style-type: none"> <li>● Excellent verbal and written communication skills.</li> <li>● A positive and collaborative attitude.</li> <li>● Ability to work in a fast past-paced and often stressful environment</li> <li>● Ability to multitask and manage multiple priorities at the same time.</li> <li>● Extraordinary customer service skills and attention to detail.</li> <li>● Ability to exercise sound judgement in the selection and utilization of interpreters in making assignments for each appointment.</li> <li>● Appreciation and respect for diverse population composed of individuals with varying socioeconomic, cultural, and ethnic backgrounds.</li> <li>● Ability to analyze problems and develop practical solutions with limited resources.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent computer skills including experience with Microsoft software and eagerness to learn how to use new scheduling software.</li> </ul>
<b>Desired Qualifications</b>	<ul style="list-style-type: none"> <li>• Prior experience in a scheduling management or dispatch position.</li> <li>• Prior experience in the language services industry.</li> <li>• Knowledge of cultural aspects of Asian/Asian-American populations.</li> </ul>
<b>Posting Dates</b>	Until filled
<b>How to Apply</b>	Email resume and cover letter to <a href="mailto:info@aacsohio.org">info@aacsohio.org</a>

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