



Job Opportunity

Position Title	Interpreter & Translation Program Coordinator
Location	4700 Reed Road, Suite B Upper Arlington, OH 43220
Department/Section	Interpreting & Translation Services
Employment Status	Full-time (salaried)
Salary/Benefits	Commensurate with experience
Schedules	M-F 9-5pm
Duties	<ul style="list-style-type: none"> ● Planning and coordination of Interpreting and Translation program. ● Ensuring implementation of policies and practices. ● Listen to interpreters, staff, and clients feedback and resolve any issues or conflicts. ● Discover interpreter training needs and provide coaching. ● Oversee daily activities of Interpreting and Translation and Billing Department. ● Preparing and submitting reports to management as requested. ● Answering calls from clients requesting interpreters and modifying/confirming appointments. ● Entering and maintaining appointment information in AACCS's customized computer software. ● Coordinating with our staff of interpreters and scheduling appointments according to each interpreter's credentials, availability, and requesting facility's particular requirements. ● Confirming each appointment with both the interpreter and the client and communicating any scheduling changes with both parties. ● Providing other departmental assistance as necessary.
Education	Minimum of high school diploma or equivalent
Required Qualifications	<ul style="list-style-type: none"> ● Excellent verbal and written communication skills. ● A positive and collaborative attitude. ● Ability to work in a fast past-paced and often stressful environment ● Ability to multitask and manage multiple priorities at the same time. ● Extraordinary customer service skills and attention to detail.

	<ul style="list-style-type: none"> ● Ability to exercise sound judgement in the selection and utilization of interpreters in making assignments for each appointment. ● Appreciation and respect for diverse population composed of individuals with varying socioeconomic, cultural, and ethnic backgrounds. ● Ability to analyze problems and develop practical solutions with limited resources. ● Excellent computer skills including experience with Microsoft software and eagerness to learn how to use new scheduling software.
Desired Qualifications	<ul style="list-style-type: none"> ● Prior experience in a scheduling management or dispatch position. ● Prior experience in the language services industry. ● Knowledge of cultural aspects of Asian/Asian-American populations.
Posting Dates	Until filled
How to Apply	Email resume and cover letter to info@aacsohio.org

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