



[AN EQUAL OPPORTUNITY EMPLOYER]

JOB TITLE: Business Relations Coordinator
REPORTS TO: President
OPENING DATE: January 4, 2019
CLOSING DATE: Acceptance and review of resumes will begin immediately and continue until filled.
SALARY: 12 month salary with relocation stipend
LOCATION: Charlottesville, VA
JOB CLASS: Full-time; non-exempt

SUMMARY:

This position is primarily responsible for scheduling and project management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Schedules interpreters for all assignments, including after regular hours
- Build and maintain database records
- Makes future appointments and confirms with customers.
- Communicate with Co-Presidents on any matters of concern with regard to clients and interpreting situations.
- Works well with others.
- Provides support and maintains high quality customer service to interpreters and customers.
- Uses sound judgment in assignments to prevent overuse syndrome in interpreters.
- Respects and honors the diversity within the d/Deaf community and assigns interpreters based on consumer's best fit.
- Attends staff and department meetings.
- Submits all required paperwork and maintain organizational records.
- Assist in planning staff development to meet the needs of interpreting staff.
- Develops and disseminates surveys to interpreters and customers to maintain ongoing quality assurance.
- Maintains strict consumer confidentiality and the utmost professional standards.
- Develops a strong network and relationship with customers, interpreters, and deaf consumers.

- Accountable for 100% quality control.
- Monitor and manage all internal projects
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope.
- Develop a detailed project plan to monitor and track progress
- Perform risk management to minimize project risks
- Create and maintain comprehensive project documentation
- Develop comprehensive project plans to be shared with clients as well as other staff members
- Use and continually develop leadership skills
- Attend conferences and training as required to maintain proficiency
- Perform other related duties as assigned
- Develop spreadsheets, diagrams and process maps to document needs
- Enjoy working in fast-paced environment

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- *Organizing* - Organizes or schedules other people and their tasks.
- *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; and accepts responsibility for own actions.
- *Adaptability* - Able to deal with frequent change, delays, or unexpected events.
- *Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.
- *Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- *Interpersonal Skills* – The ability for solving conflict, Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- *Communication* - Communicates clearly and persuasively in all situations; gets clarification if needed; Writes clearly and able to read and interpret written information.
- *Teamwork* - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

- *Quality* - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- *Leadership* - Exhibits confidence in self and others; Inspires and motivates others to perform well; Gives appropriate recognition to others.
- *Attendance/Punctuality* - Is consistently in communication with President in regard to attendance and punctuality; Arrives at meetings and appointments on time.
- *Dependability* - Keeps commitments and completes tasks on time or notifies appropriate person with an alternate plan.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have a good working knowledge of interpreter code of ethics or willingness to learn; willingness to show strong understanding of Deaf culture and communication access; sensitivity to consumer needs.
- Strong Computer skills -working knowledge of Microsoft office and Mac based computer systems
- 6-12 months related experience and/or training; or equivalent combination of education and experience. High school graduation or GED required, Associate's Degree preferred.

If interested, please submit a cover letter and a resume to jobs@civicaccess.com for consideration.

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