



POSITION Staff Sign Language Interpreter, Civic Access
OPENING DATE: Ongoing
CLOSING DATE: Until Filled
SALARY: COMMENSURATE WITH EXPERIENCE AND QUALIFICATIONS
LOCATION: CHARLOTTESVILLE, VA
CLASIFICATION: Both FULL-TIME or PART-TIME, NON-EXEMPT
REPORTS TO: Business Relations Coordinator

SUMMARY:

Civic Access is seeking an ASL Interpreter to join our team in Central Virginia. This new team member would be interpreting in post-secondary, public schools, community organizations and other community venues. Civic Access seeks someone who is flexible, positive and humble to join the team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Prepares for interpreting assignments by reviewing materials, and meeting briefly with the client before the assignment begins.
- Maintains strict consumer confidentiality and the utmost professional standards.
- Informs Manager of Interpreting on any matters of concern with regard to clients and interpreting situations.
- Refers consumers to Civic Access' interpreting department for questions or concerns regarding accommodations and business practices.
- Increases Awareness in the community about Civic Access fundraisers & activities.
- Networks and recruits working contracts.
- Maintains a professional, ethical, and respectful image as a staff interpreter.
- Devotes scheduled office time to improving skills, increasing knowledge, developing workshops and any other duties assigned by Manager of Interpreting.
- Submits all required paperwork and maintain organizational records.
- Monitors changes/updates of Virginia Laws pertaining to interpreting to include in interpreting meetings
- Attendance at Virginia Interpreters Conference.
- Maintains CEU's for license and certification.
- Accountable for 100% quality control.

COMPETENCIES:

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

- Analytical - Synthesizes complex or diverse information to translate from English to ASL and vice versa.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; 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.
- 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 - Speaks 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; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; 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.

- Working knowledge of interpreter code of ethics; strong understanding of deaf culture; good articulation and voicing skills; sensitivity to consumer needs.
- Ability to work well under pressure.
- Travel requires use of personal vehicle.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Completion of academic credit from a post-secondary institution.
- VQAS level III/III+ screening in interpreting and transliterating, RID, CI, CT, or CSC certification.
- 3-5 years interpreting experience in a variety of settings.

Compensation:

Compensation dependent on qualifications and experience. We offer competitive compensation and benefit structures to fit your lifestyle. The Charlottesville area is a naturally gorgeous area that is vibrant and the community continues to grow!

To Apply:

Applications, including cover letter expressing interest and background, complete resume and names of three references should be emailed to jobs@civicaccess.com.

Civic Access is an Affirmative Action, Equal Opportunity organization that welcomes applications from diverse candidates and candidates who support diversity. We value diversity and we encourage members of historically under-represented groups to apply.