



**JOB TITLE** | Director of Interpreting  
**REPORTS TO** | CEO  
**SALARY** | 12-month salary  
**LOCATION** | Remote  
**JOB CLASS** | Full-time; non-exempt

Civic Access is Deaf & Women-owned social enterprise company that provides high quality communication services with the mission of giving back 10% of the company's revenue into the deaf community. Civic Access was founded in 2014 in Charlottesville, VA, and organically became a nationwide organization following the deaf client's preferences. We aim to continue to grow while honoring and serving the deaf clients nationwide. We offer a wide range of communication services: onsite ASL interpreting, Virtual Remote Interpreting, Captioning and CART services. We proudly employ a group of deaf people at the administration level of our organization. While we are a home to our local community and provide service nationwide, Civic Access service specializes in various settings which include K-12 and secondary education settings, mental health and medical interpreting, executive leaders interpreting, DeafBlind interpreting, and all varieties of community contracts for any of the Deaf clients.

The Director of Interpreting will be responsible for the oversight and alignment of organizational values - equity and access for all - within the Department of Interpreting service operations. This includes contracts for external clients, management of all projects, technology, mission and financial goals. You will work closely with the Civic Access leadership team on expanding communication services internally and externally, including the supervision of staff and effective fiscal management.

The Director of Interpreting is a highly responsible, professional position that will oversee interpreting Operations, including:

## **OPERATIONS**

- Strong understanding of and commitment to Civic Access and interpreting culture.
- Oversee schedule coordination to ensure efficiency on a daily basis.
- Supervise and motivate team members to generate strategic goal performance and ensure high-quality work and excellent customer service.
- Develop and implement quarterly and annual staffing plans to meet department and service goals and needs.
- Provide department leadership to maximize performance and professional development among interpreters and other departmental staff.
- Guides the Department of Interpreting toward achievement of organizational diversity and equity goals.
- Foster positive virtual workplace morale.
- Collaborate with other interpreting organizations to provide high quality service to the Deaf, DeafBlind, and hard of hearing community.



- Respects and honors the diversity within the d/Deaf community (i.e. underrepresented groups such as BIPOC communities) and assigns interpreters based on client's best fit.
- Support the growth of the interpreting profession by overseeing the mentoring of internal and external interpreters to decenter the traditional interpreting paradigms and shift to a humanistic paradigm.
- Ability to represent the interpreting profession at a local, state, and national level to effectively market Civic Access communication services and recruit interpreting talent.
- Prepare and maintain all required records, documents and reports related to Interpreting Service operations and activities, including budgets, service reports and other information as needed or requested.
- Review client/customer evaluations and follow up as needed. Promptly resolve any service quality issue that may arise.
- Negotiates rate, terms, and condition of contracts for communication services; present such contracts to the Chief Executive Officer for approval before execution.
- Collaborate with the leadership team to develop marketing strategies to generate business and contract opportunities.
- Develops and disseminates surveys to interpreters and customers to maintain ongoing quality assurance on a quarterly basis.
- Compile, review, and evaluate monthly departmental results and statistics.
- Advocate for clients and employees on issues of communication access and equity.

## **SUPERVISION AND LEADERSHIP**

Provide supervision and coaching support to the Department of Interpreting staff.

- Collaborate with the workforce team to ensure effective interpreting in all settings.
- Provide supervision and support to the workforce team to approve time sheets, service.
- Oversee the logistics and billing through the billing communication.
- Oversee interpreter practicum and internship placements including supervision of interpreting students and mentees.
- Provide support to the interpreting team regarding workshops, training, and outreach opportunities for employees and external community.
- Responsible to oversee all projects and provide supervision and support to staff and interpreters when tasks are delegated.
- Provide positive coaching skills when giving feedback to maintain employee motivation.

Oversee the hiring and development of all Communication Services employees

- Screen, interview, and evaluate all departmental staff.
- Recruit and on-board interpreters.
- Assign and coordinate staff responsibilities; monitor and evaluate staff performance.
- Train staff to maximize departmental performance.



- Observe interpreters at assignment; provide training direction, coaching and feedback to interpreters and other staff.
- Meet with other departments to ensure quality of communication service.
- Carryout the Civic Access Mission and Vision while working onsite or remotely.

### **Preferred background and Experience**

- Passion and commitment for Civic Access Mission.
- Demonstrated competency and experience in diversity and equity work.
- Growth mindset.
- Strategic thinker and planner.
- Intrapreneurial spirit.
- Emotional Intelligence and adaptability.
- Positive attitude towards all employees.
- Ability to communicate clearly in writing and signing.
- Strong experience at compiling and following budgets.
- Possess a minimum of a bachelor's degree.
- A minimum of three to five years of professional experience in a leadership role.
- A minimum of seven years of work experience in an interpreting-related department.
- Experience with CART coordination
- Strong knowledge of Interpreting Professional Conduct and American Deaf Culture.
- Strong technology abilities with a variety of software programs.

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To apply, please submit a cover letter of interest and resume to [HR@civicaccess.com](mailto:HR@civicaccess.com)

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change as fits with the mission and spirit of Civic Access.

*We are an equal employment opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability or any other status which may be protected by Federal, State or local law. We encourage interested applicants from diverse, marginalized, and/or under-represented groups to apply.*