



JOB TITLE | Project Strategist
REPORTS TO | Interpreting-Operations Lead
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 Project Strategist will be responsible for the coordination and alignment of organizational values - equity and access for all. This includes the coordination of ongoing projects, conferences, internal meetings, and Civic Access' mission and values. You will work closely with the Civic Access leadership team on expanding communication services internally and externally, including the supervision of staff and independent contractors.

For the position of Project Coordinator, the Civic Access team is seeking a motivated, responsible, individual to collaborate with the Interpreting Operations Lead and scheduling team to ensure balance for both the leadership team and our interpreters. This position will require effective and constant communication and the ability to strategize effectively to ensure team balance. Responsibilities will include:

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core duties and responsibilities include the following. Other duties may be assigned as aligns with the Civic Access spirit and mission:

- Working closely with the scheduling team to understand the intricacies of the Civic Access model for interpreter placement.
- The ability to forecast and notify the team when recruiting efforts are needed; develop recruiting plans and communications

- Schedule mapping - working with the scheduling team to create visual spreadsheets for ongoing interpreting assignments to ensure interpreter balance and transparency
- Scheduling team meetings and sending calendar invites
- Providing support to the Interpreting Operations Lead for the Civic Access annual internship program each spring
- Working closely with the Interpreting Operations Lead for conference interpreting requests.
- Work with the scheduling team to recruit and expand our pool of CART providers
- Oversee CART service requests, scheduling, and communications
- Work with the Executives Scheduler to provide support for Video Relay Partnership operations
- Providing perspective and support to the scheduling team; offering proactive solutions to scheduling difficulties.
- Assistant Interpreter Operations Lead in campus recruiting programs to maintain and build relationships with campuses to expand hiring of new college graduates and interns.
- Share quarterly recruiting and request/fill volume reports.

ESSENTIAL KNOWLEDGE AND CHARACTER TRAITS:

- 3+ years of scheduling experience in communication access field
- 3+ years of experience working with the d/Deaf community and interpreting field
- Maintain confidentiality and appropriately handle sensitive information with discretion.
- Establish trust and confidence by maintaining a high level of credibility, integrity, and skilled communications with managers, peers and candidates.
- Strong working knowledge of current federal/state regulations related to employment (i.e. NIC, VQAS, BEI).

COMPETENCIES

To perform in this position successfully, an individual should demonstrate the following competencies:

- **Project Analytics** – The ability to draft reports/spreadsheets, run reports, dial into big picture items and give insight to scheduling team
- **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 their own actions.
- **Adaptability** - Able to deal with frequent change, delays, or unexpected events.
- **Strategic Thinking/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.

- **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 diplomatically in all situations; gets clarification if needed; a clear grasp on written English and ASL; 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.
- **Attendance/Punctuality** - Is consistently in communication with the Interpreting Operations Lead in regards to attendance and punctuality; Arrives at meetings and appointments on time.
- **Dependability** - Keeps commitments and completes tasks on time or notifies appropriate persons with an alternate plan.
- **Anti-Bias practice** - Keep learning and working to underpinning perspectives, which permeates everything that happens in daily settings, including your interactions with clients/customers, communities, and colleagues that will lead you to shape how you work together each day.

To apply, please submit a cover letter of interest and resume to 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.