



JOB TITLE | Scheduler
REPORTS TO |
SALARY | 12-month salary
LOCATION | Remote
JOB CLASS | Full-time; non-exempt

Civic Access is Deaf & Woman 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 scheduler position will be responsible for scheduling local and nationwide communication access services that align with our organizational values- equity and access for all. Scheduler will work closely with administrative employees and well as interpreters, and consumers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned to align with the spirit and mission of Civic Access.

- ~~Loading requests into the scheduling database~~
- Communicating with teammates regarding meetings and needs of consumers
- Coordinating conference logistics
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- Gauging volume/ knowing when to evaluate the need to hire more staff members
- Delegating low risk scheduling duties to new schedulers
- Constant communication/sharing of information with DOO/Operations manager
- Training new scheduler(s) on our scheduling system
- Reporting any scheduling/logistics/system concerns with DOO/Operations manager

- Use of our database and other technology to manage schedules, and meetings
- Establish trust and confidence by maintaining a high level of credibility, integrity, and skilled communications with managers, peers, interpreters, and consumers.

- Comply with government, Civic Access and Human Resources laws, policies and procedures.
- Strong working knowledge of current federal/state regulations related to employment of interpreters (i.e. NIC, VQAS, BEI).
- Proven ability to self-motivate and work independently and as part of a team.
- Advanced written and verbal communication skills with the ability to effectively provide valuable and timely customer service to customers

COMPETENCIES:

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

- Organization – Keep thorough reports, meets timelines and deadlines
- 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.
- 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, Listening 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 is 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 the Director of Operations, and Operations Manager in regard to attendance and punctuality; Arrives at meetings and appointments on time.
- Dependability - Keeps commitments and completes tasks on time or notifies appropriate people with an alternate plan with justification from your observation.

To Apply:

Send application, cover letter expressing interest and skills background, resume, and the names of two references to jobs@civicaccess.com.

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