

A Deaf-Owned, Small Minority Business Enterprise GSA # GS-10F-0468M ▪ Cage Code # 07EZ8

Employer: **Birnbaum Interpreting Services, Silver Spring, MD**
Position(s): **ASL Translator Coordinator**
Job Location: **Maryland Relay Center, Frostburg, Maryland**

Job Summary:

Birnbaum Interpreting Services (BIS) has new and exciting opportunities in the operations function of BIS for ASL Translator Coordinators. Currently we are seeking a full-time coordinator (40 hours, M-F) to support the Maryland Relay Center located in Frostburg, MD. Candidate selected must be committed to be on board at the relay center no later than June 1, 2007.

Summary of Key Job Responsibilities:

Responsibilities and essential job functions include supervising and directing the day-to-day activities of the relay center to ensure efficiency, relevancy and accuracy but are not limited to:

Leadership:

- Maintain the highest standards of professional and personal conduct in the relay center
- Support the goals established for BIS and the relay center.
- Provide leadership in the development and communication of operational policies and goals
- Rely on extensive experience and judgment to plan and accomplish goals.
- Support company programs, procedures, methods and practices to promote BIS core values.
- Manage ASL Translators

Planning & Execution:

- Plans & manages processes and practices to ensure that operational programs of the relay center are aligned with the established goals and objectives.
- Establishes and maintains quality control and assurance standards.
- Builds & maintains effective working relationships with the leadership team and employees to advise both on employee-related and organizational issues.
- Evaluates existing programs and makes recommendations as appropriate.
- As a member and representative of BIS, must be able to maintain the highest standards of conduct at the MD Relay Center and ensure communication of any and all issues appropriately to BIS management.
- Ensures all employees are aware of and comply with internal and external policies, procedures and regulations

General Duties:

- Promote, develop and observe training programs with ASL translators and relay operators.
- Evaluate, develop and review Operational systems and workflow processes in order to improve customer service, productivity and cost effectiveness.
- Performs administrative activities associated with the effective management of company operations, including compiling, storing and retrieving data for reports.
- Develop and implement ongoing training and testing for translators and relay operators.
- Oversee the testing procedures used to measure the level of the ASL Translators' ability to translate ASL.
- Interview and coordinate the process for ASL Translators.
- Develops guidelines, coordinate scheduling for the ASL Translators.
- Conduct training/workshops for ASL Translators and relay operators on Deaf Culture and ADA on related topics to include relay issues and technical materials.
- Conduct regularly scheduled meetings with the ASL Translators and relay operators to ensure the highest caliber of services are provided on a consistent ongoing basis.
- Provide ASL translation in the Relay Center to assist relay operators to perform as an ASL translator

Education & Experience:

- Associates degree (A.A.) in Deaf Education Studies from a college or university; **or** three to five years related sign language interpreter experience and/or training; **or** equivalent combination of education and experience.
- Proficiency in the use and understanding of American Sign Language required.
- Working knowledge of all applicable U.S. employment laws, policies and procedures.

8555 16th Street, Suite 300 ▪ Silver Spring, MD 20910

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- Experience in administering certification testing is highly desirable.
- Work related experience in a call center, relay center, telecommunications environment or comparable work environment is a plus.
- Ability to effectively translate between English and American Sign Language; must possess a comprehensive understanding of the Deaf Culture
- Strong interpersonal skills both written and oral
- Project Management skills helpful
- Strong, proven leadership and supervisory skills required
- BIS is an Equal Opportunity Employer. Deaf and hard-of-hearing candidates are encouraged to apply.

Talents & Characteristics:

- High level of integrity and demonstrated ability to handle sensitive and confidential information in a professional manner.
- Successful track record of building, retaining, and managing an outstanding management team and culture.
- Detail oriented and strong organizational and time management skills
- Flexible and positive attitude with a desire to learn and develop.
- Superior customer service skills and the ability to interact with BIS staff at all levels
- Capacity to work productively, multi-task, and thrive in a hectic, deadline-oriented environment with minimal daily supervision
- Ability to become informed, productive, & effective quickly
- Superior verbal & written communication skills
- Strong ability to influence and exercise independent sound judgment

Salary: Commensurate with experience and qualifications

Benefits: Offering domestic partner benefits, Group Health Insurance, Life Insurance, Voluntary Dental, 401K Program, Paid Vacation & Sick, Paid Holidays, Education Stipend, Employee Assistance Program and more.

Application Deadline: April 15, 2007

How to Apply: Submit resume and cover letter to:

Careers at Birnbaum Interpreting Services

Attn: HR Department

8555 16th Street, Suite 400

Silver Spring, MD 20910

(301) 608-2382 Fax

Email: careers@bisworld.com

Please place "ASL Translator Coordinator" Vacancy in the subject line.

EOE. No phone calls please