



THE CENTER

201 Bleecker Street | Utica, New York 13501 | 315.738.1083 | TheCenterUtica.org

JOB DESCRIPTION

Manager of Interpretation Services

FLSA Status: Exempt

Reports to: Chief Operating Office

Supervises: 2 staff

Travel: Less than 10 days a year

Department: Administration

Job Category: Officials and Managers (1)

QUALIFICATIONS:

Bachelor's degree in Business Administration or equivalent combination of education and experience preferred. Minimum of three years experience in supervisory or management position with experience working with the refugee populations. Strong analytical and problem solving skills as well as superior verbal/written skills. Strong interpersonal skills are essential.

DEPARTMENT PURPOSE:

Provides interpretation to assist the refugee and the community with accurate communication in the delivery of services.

POSITION PURPOSE:

Facilitates and coordinates interpretation and translation services for the refugee community.

PRIMARY FUNCTIONS:

- Plans and coordinates customer service for the community .
- Manages contractual services with third parties to include employers, schools, hospitals, and governmental agencies. Also serves as a liaison with I & T staff and contract sources.
- Recruits, trains and negotiates contracts payments with independent contracted interpreters.
- Schedules I & T appointments and provides reports for billable services.



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- Is responsible for the day to day operations of the Interpretation Department. Develops new business partnerships and manages existing ones.
- Oversee the use of Boostlingo in its entirety, including billing and payroll.

OTHER FUNCTIONS:

- Coordinates services with other departments of The Center to assure the refugee receives a full range of services provided by the agency.
- Any other duties required by the agency, contracts or the supervisory management or the Board of Directors of the agency.