

League for the Blind & Disabled
Job Description
Interpreter Scheduler

Reports To: Director of DeafLink
Hours of Work: Salaried exempt - full time
Approved by: President/CEO
Approved date: Approved March 24, 2006; Revised February 19, 2008, April 21, 2008; August 25, 2008; December 4, 2008, April 9, 2010

POSITION SUMMARY: Incumbent schedules sign language interpreter services, monitors the quality, quantity and timeliness of these services, provides interpreting services, and recruits interpreters for businesses/entities that are primarily in northeast Indiana.

EXPECTED RESULTS: The efforts of this position should result in the following: 1. 150 unduplicated consumers will receive interpreter services each year; 2. 6,036 billable interpreter service hours, or \$271,633 of billable revenue in FY 09 (not counting no-show billing, Title XX admin hours, case management hours or League events), 3. 314 billable VRI hours, or \$21,980 of billable VRI revenue in FY 10, 4. 98% of consumers who receive fee-for-service interpreting services will report that the services resulted in effective communication; 5. 98% of customers who purchase interpreting services will report that the services resulted in effective communication.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Service Delivery

- Schedule interpreters for consumers, as requested by businesses and other entities.
- Communicate with customers and consumers to confirm scheduled interpreters prior to service delivery.
- Provides interpreter services on an as needed basis.

Public Relations/Marketing

- Inform consumers, businesses, government entities, and social service entities about the services provided through DeafLink and their benefits.
- Assist in maintaining and increasing the number of interpreter service agreements held with community entities.
- Maintain positive relationships with the Deaf community, interpreters, community entities that hire DeafLink interpreters, co-workers and other professionals.

Administrative and Clerical

- Complete Interpreter Request Forms accurately and completely.

- Distribute customer information packages to service customers.
- Initiate new purchase of service agreements with interpreter service customers.
- Conduct outcomes based evaluation and service monitoring activities.
- Develop quarterly statistical reports for DeafLink.

Financial

- Maintain accurate and complete Customer Billing Information records.
- Provide the League's Office Manager with information needed to send billing invoices to service customers.

Planning

- Incumbent is not directly responsible for any League planning activities.

Personnel

- Identify and recruit independent contractor interpreters.

SUPERVISORY RESPONSIBILITIES: Incumbent does not supervise any staff.

QUALIFICATIONS, REQUIREMENTS and DEMANDS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative, and include the knowledge, skills, and/or abilities required. Reasonable accommodations may be made for qualified individuals with disabilities that enable them to perform the essential functions.

EDUCATION and/or EXPERIENCE: High school diploma or its equivalent required. Extensive knowledge of, or ability to learn characteristics of the Deaf culture. Knowledge of, or ability to learn federal, state, and local civil rights provisions relating to reasonable accommodations, sign language interpreter services and financial incentives required. Prefer a qualified person with a disability.

LANGUAGE SKILLS: Excellent receptive and expressive verbal language skills (exact English) required. Ability to speak effectively before groups of customers, interpreters, DeafLink business customers, and community groups. Ability to read and interpret written documents such as professional publications, policy and procedure manuals, and business and professional letters. Ability to write routine reports and correspondence in exact English. Prefer an individual who has receptive and expressive sign language skills in American Sign Language, exact English, and manual codes for English, and the ability to translate these into spoken English.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers common fractions and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions and deal with

several abstract and concrete variables.

PHYSICAL DEMANDS: While performing the essential functions of this job the employee is required to: 1. regularly talk and hear to communicate, 2. frequently sit, 3. occasionally stand, walk, and lift and/or move up to 25 pounds.

EQUIPMENT OPERATION REQUIREMENTS: Ability to independently operate TTY, video phone, voice phone and cell phone through text/voice modes to communicate with consumers and business customers. Ability to independently operate, or learn to independently operate League office equipment, such as fax and copy machines in order to perform job related duties and assignments. Ability to independently operate, or learn to independently operate the League's computer network and software in order to perform job related duties and assignments.

TRAVEL REQUIREMENTS: Ability to travel independently occasionally throughout the DeafLink service region. Must have access to reliable transportation.

WORK ENVIRONMENT: While performing the duties of this job, the employee typically works in the League's office environment. Noise levels in the League office environment are usually low to moderate. The employee is occasionally exposed to fumes or airborne particles and outside weather conditions while traveling to interpreting locations. Noise levels while traveling are usually moderate.

WORK SCHEDULE DEMANDS: Must be available for work during regularly scheduled work hours. Scheduled work hours may vary according to the needs of the Agency. Must be available on a scheduled basis to coordinate emergency requests during non-office hours, evenings and weekends.

CERTIFICATES, LICENSES, REGISTRATIONS: Prefer minimum of state IIC certification.

The League for the Blind and Disabled, Inc. is an affirmative action, equal employment opportunity employer, and is committed to making reasonable accommodations needed by qualified individuals with disabling conditions that enable them to perform the essential functions of the position.