Deaf and Hard of Hearing Services

Job Description

Job Title: Interpreter Services Coordinator	**Program:** Interpreter Services
Reports to: Interpreter Services Specialist	**FT/PT:** Full-Time
Funded by: Interpreter Services Program	**Prepared by:** Executive Director
Date: October 2026	

Position Overview:

The Interpreter Services Coordinator provides administrative and operational support for the interpreter service department. This role is responsible for receiving and coordinating interpreter requests, assigning qualified interpreters, responding to phone and email inquiries, assisting office visitors, maintaining accurate records, and supporting daily office operations.

Principal Duties and Responsibilities (Essential Functions**):

- Receive, schedule, and assign interpreter service requests in a timely and accurate manner.
- Foster positive and professional relationships with clients, interpreters, staff, and community partners.
- Serve as the initial point of contact for the agency's main phone line, ensuring inquiries are handled professionally and directed to the appropriate staff or department.
- Respond promptly to phone calls and emails, providing appropriate follow-up for customer requests.
- Maintain accurate and up-to-date interpreter records, schedules, and related documentation.
- Represent the organization at outreach and special events to support the growth and development of the interpreter pool and the agency.
- Support daily administrative and operational functions to ensure efficient interpreter service delivery.

Supervision Received:

- Interpreter Services Specialist is the direct supervisor of this role for daily responsibilities and department procedures.
- Executive Director will evaluate staff on a yearly basis through the performance review process with direct input from the Interpreter Services Specialist.

Qualifications & Skills:

Possesses:

- High school diploma or equivalent (college degree preferred)
- Computer and program knowledge relevant to the position, including but not limited to Microsoft Office Suite and Interpreter Scheduling Programs
- Conversational knowledge of American Sign Language
- Knowledge of American Sign Language Interpretation and Michigan Law
- 1–3 years of experience in scheduling, customer service, or working within a language services preferred but not required

Demonstrates skills in:

- Effectively scheduling interpreter requests with attention to detail and the ability to manage multiple requests simultaneously.
- Excellent communication skills to field requests, manage scheduling issues, and work with a team
- An understanding of Deaf culture, American Sign Language, and the ethical guidelines of interpretation
- Maintaining a professional approach and building professional relationships with staff and customers
- Maintaining flexibility and problem-solving skills
- Basic understanding of ADA and Michigan State laws supporting accommodations and effective communication access

Benefits

- Comprehensive benefits (medical, dental, vision)
- Paid time off
- Paid vacation
- Paid holidays
- 403(B) retirement