

Deaf & Hear Alberta (DHA) offers the unique opportunity to have an excellent work-life balance while making a positive difference in the lives of Deaf and Hard of Hearing people.

Job Title: Client Services Coordinator, Interpreting Services (Edmonton)

Reports to: Manager of Interpreting Services

Overview: Responsible for coordinating schedules of Deaf and non-Deaf clients and ASL Interpreters to book interpreting services

Competencies:

- A self-starter with an ability to work independently, under tight deadlines, and with highly confidential information
- Strong attention to detail, time management, multi-tasking and organizational skills
- Excellent communication skills in English (written & oral) with a wide array of customers
- Demonstrate sensitivity, appropriate interpersonal skills, and cultural awareness
- Mature understanding of professionalism and application of ethical decision making policy
- Critical thinking and problem solving

Performance Responsibilities/Accountabilities:

Under the direction of the Manager of Interpreting Services, the Interpreting Services Coordinator will:

- Coordinate interpreting bookings for Deaf and Hearing Clients
- Implementing booking processes using the CRM Software to meet scheduling demands
- Assessing service requests and communicating with all parties involved to ensure optimum service match
- Verifying eligibility for payment under relevant service agreements and government contracts
- Effectively communicating relevant Deaf & Hear Alberta policies including fee schedule and cancellation policies
- Responding in a timely and professional manner to all requests for service within operational standards
- Communicating with clients in their preferred mode including phone, email, Skype, Glide, fax, text, TTY, Relay, VRS
- Advocating for and educating about equal communication access for Deaf clients
- Being a "face of DHA" by building relationships with Deaf clients, Interpreters and hearing clients

Qualifications:

- Minimum of 3-years experience working in a client-centered, service-based charitable environment or equivalent
- Exceptional skills in Microsoft office systems and Customer Relationship Management databases
- Fluency in American Sign Language (ASL) preferred

Schedule:

- Full-time work 35-hours/week; option to work part-time or a modifiable work week

PLEASE NOTE – this position is based in DHA's Edmonton office located at the Alberta School for the Deaf; the successful candidate will be required to undergo a Criminal Record Check and Alberta Children Services, Intervention Record Check.

*Please forward a covering letter and resume by **January 31, 2018** to:*

Leslie Brachman

Finance and Human Resources Administrator

leslieb@deafandhearalberta.ca or Fax 403-284-6208.

DHA thanks all applicants for their interest, however only those selected for an interview will be contacted.