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## **Job Posting**

### **Interpretation Coordinator (Part-Time)**

IRIS (Integrated Refugee & Immigrant Services, Inc, [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

#### **General Description**

The IRIS Interpretation Coordinator, part of the Community Engagement Team at IRIS, arranges, records, and supports staff use of interpreters and online interpreter apps in any language required. The primary day-to-day function of this role is to fulfill and follow up on the requests of IRIS staff for interpretation. The coordinator will do this by: (a) promptly responding to staff requests for help arranging for in-person interpretation; and (b) training and supporting staff in the cost-conscious use of online interpretation services; (c) assisting with the orientation of new interpreters and new staff to the IRIS policies and process for interpretation; and (d) filling out interpreter timesheets and other forms with or for staff as necessary to secure timely and accurate invoices. As a full service, statewide refugee and immigrant service agency, interpreter services are foundational to our work. The Coordinator may also from time to time, when requested by the Director of Community Engagement, work with staff in the Operations Department to streamline financial reporting and payment for interpretation, serve as the staff interpreter in cases where they are qualified to do so, or assist in other ways as needed.

**In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.**

#### **Essential Duties and Responsibilities include**

##### **Schedule Interpreters (50%):**

- Assess each request by staff for interpretation needs promptly and carefully, and use sound judgment to offer appropriate options.

- Respond with appropriate urgency and sensitivity to help meet the interpretation needs of IRIS staff in the event of an unanticipated need or emergency.

### **Maintain Accurate Records on IRIS Interpretation (30%)**

- Maintain, troubleshoot and recommend updates to all IRIS systems for interpretation services, including those for financial documents submitted to ensure timely payment.
- Take ownership of existing systems for checking in regularly with IRIS staff and individually for feedback on their experiences using interpreters.
- Develop a system for soliciting feedback from interpreters.

### **Support the CE Operations Manager on Quality Control-Related Tasks (20%)**

- Assist as requested with tasks related to interpreter recruitment and hiring.
- Perform specified clerical tasks related to assessment of interpreters' language skills.
- Orient new interpreters after they have been hired and on-boarded by HR.
- Oversee the smooth running of the program.

### **Key Attributes:**

- Flexibility to occasionally work non-standard hours, not to exceed 20 hours per week
- Experience interpreting in school or social service settings
- Detail-oriented: enjoys maintaining data accuracy and integrity
- Commitment to maintaining confidentiality
- Positive, solution-oriented personality and style
- Strong people skills, as well as customer service
- Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.

**Requirements:** Bachelor's Degree or equivalent experience;

**Language Requirements:** Spanish or Pashto speakers preferred

**Reports to:** Operations Manager for Community Engagement

**Compensation:** \$ 22 to \$ 23.84

**Job Type:** Part-Time, Hourly (20-30 weeks per hour)

**Benefits:** Flexible hours with accrued vacation and sick time

**To apply,** send an email to [humanresources@irisct.org](mailto:humanresources@irisct.org) with the following:

- A subject line that says "Interpretation Coordinator -YOUR NAME"
- A cover letter
- An attached resume

- Three professional references (at least two direct supervisors)

*Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.*