



Position Posting: Interpretation & Translation Services Coordinator

Come join a small but mighty team of nonprofit professionals dedicated to making Iowa a culturally rich and welcoming place for refugees, immigrants, and global people. Our in-person interpretation program ensures that people with limited English proficiency can access critical services. The Coordinator supports day-to-day operations with a focus on schedule organization.

As a leader in international understanding and civic diplomacy, the Iowa International Center's vision is to inspire global community by welcoming the world to Iowa and Iowa to the world. Our mission is to enrich lives and create pathways to prosperity. The Interpretation & Translation Services Coordinator plays an important role in the organization.

Essential functions include:

- **Interpreter and translation scheduling**
 - Process client scheduling requests, contacting interpreters about appointments
 - Coordinate client translation project requests, communicating with clients and translators.
- **Client relations**
 - Foster client relationships and engagement through feedback and communication, working with interpreters/translators to improve performance
- **Project management**
 - Process written translation requests and evaluate availability of contractors, cost and timing of translation projects
 - Support 24/7 Interpretation Hotline and Housing Hotline promotion
- **Other duties as assigned:** Support organization events, order office supplies, work with interns

Required Skills / Competencies

- Ability to work with people of diverse backgrounds
- Demonstrated oral, written, and computer literacy skills. Fluency in language(s) other than English desired, but not required
- Strong organizational skills, highly detail oriented, able to multi-task and work independently
- Experience in the use of Google Suite products (Gmail, Google Calendar, Google Sheets) and Microsoft Products
- Must excel in a fast-paced, small office environment where critical thinking and problem-solving skills are required for success.

Education and Experience Requirements

- Associate's or Bachelor's Degree
- At least 2 years' experience (scheduling, customer/public-facing, administration, HR, education)

Job Type: Part-time, approx. 15-20 hours a week; collaborative office environment

Location: Des Moines, IA

Language: a language in addition to English (desired)

Wages: Hourly \$15-17/hour

Submit resume and cover letter to: Patricia. Grote, pgrote@iowainternationalcenter.org