



Scheduler / Data Associate

Global Languages Department

Iowa International Center is looking for an individual with high attention to details and an ability to adapt to dynamic business needs. Successful candidate for our Global Languages Associate will have critical thinking skills, as well as be efficient, accurate and friendly.

Come join a small but mighty team of nonprofit professionals dedicated to making Iowa a culturally rich and welcoming place for refugees, immigrants, international visitors and Iowans of all types

Essential functions include:

- **Interpretation 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, including interpreters/translators
- **Project management**
 - Process written translation requests and match availability of contractors with client need
 - Support 24/7 Interpretation Hotline and Housing Hotline promotion
- **Data & Operations**
 - Support data entry and reporting needs of the organization

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
- Salesforce experience a bonus
- 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: Full-time, approx. 40 hours a week; collaborative office environment

Location: Des Moines, IA

Language: a language in addition to English (preferred)

Wages: \$32,500

Application Process:

Please send resume, cover letter, and contact information for three references to: Patricia Grote, pgrote@iowainternationalcenter.org