



Job Description: Senior Interpretation Program Coordinator

We are looking for an individual with high attention to details and an ability to adapt to dynamic business needs. Successful candidate for our Senior Interpretation Program Coordinator will have critical thinking skills, as well as be efficient, accurate and friendly.

Our primary focus at the Iowa International Center is connecting international visitors and Iowans to educational and cultural resources, making Iowa a more inclusive and welcoming place to live, work, and raise a family. IIC values global cultural respect, collaboration, compassion, growth and learning, embracing change, and openness and community.

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. Looking for a go getter and a team player to join this dynamic team.

Iowa International Center seeks a full-time, hybrid coordinator who will be responsible for overseeing the day-to-day success of the interpretation & translation program, pro-bono language services, and other language services.

Essential functions include:

- **Interpretation & Translation management**
 - Process client scheduling requests, contacting interpreters about projects and appointments,
 - Identify, hire, onboard, and manage independent contract interpreters
 - Maintain client and contractor files, including background check process for all interpreters/translators; oversee policies and protocol; and coordinate training
- **Client relations**
 - Foster client relationships and engagement through feedback and communication and, working with interpreters/translators to improve performance
 - Identify and market services to new clients to increase revenue
 - Client development and promotion
- **Operations Coordination**
 - Coordinate accounts payable and receivable for interpretation and translation appointments and projects
 - Coordinate hiring and training of program contractors, staff and interns
 - Financial reporting for program

Skills / Competencies

- Ability and desire to work with people of diverse backgrounds.
- Demonstrated oral, written, and computer literacy skills.
- Bilingual preferred, but not required

- Accounting/business/finance background or experience preferred.
- Strong organizational skills, highly detail oriented, able to multitask and work independently, enjoys working with and helping others.
- Skilled in the use of Google (Gmail, Google Calendar, Google Sheets), QuickBooks, Microsoft Products, as well as scheduling platforms.
- Must excel in a fast-paced, small office environment where critical thinking and strong problem-solving skills are required for success.

Education and Experience Requirements

- Bachelors degree preferred
- 2-4 years business office (customer service, management, marketing, accounting, HR, etc.) experience

Position Details

- Salary Range; \$43,000-\$46,000
- Paid Time Off, health and dental insurance, ADD and life insurance, flexible work environment; addition; additional benefits included.
- Requires less than 10% travel.

To Apply

- Fill out this [form](#).
- Please contact Patricia Grote, Executive Director, with any questions.
pgrote@iowainternationalcenter.org

This job description is not designed to cover or contain a comprehensive listing of required activities, duties or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

About Iowa International Center As a leader in international understanding and civic diplomacy, the Iowa International Center's vision is to inspire the global community by bringing the world to Iowa and Iowa to the world. Our mission is to enrich lives and create pathways to prosperity. The Global Languages Program Manager is a critical role in the organization.

