



- **Absolutely Must:**
 - Maintain confidentiality of all consumers and their information, as well as interpreters'.
 - Apply a firm knowledge of Deaf culture and deaf* community to all duties.
 - Have excellent people skills and experience with conflict resolution.
 - Demonstrate knowledge of interpreting field (certifications, laws, how to use an interpreter, etc.)

- **Primary Duties**
 - Phone support for customers, consumers, and interpreters
 - Must have reliable phone/VP service and equipment
 - Must have excellent phone communication
 - Online support for customers, consumers, and interpreters
 - Must have reliable internet service and equipment
 - Must have excellent written English
 - Must have basic to intermediate computer skills (Word, Excel, Google Drive, etc.)
 - Scheduling appointments
 - Using our online scheduling software, must be able to enter all necessary data for appointments

- **Secondary Duties**
 - Outreach
 - Assist community organizations by sharing information about their events/causes/initiatives with Rose interpreting roster and/or followers on social media
 - Prefer applicants who can attend and/or work at community events, help in the creation of informational videos, etc.
 - Research
 - Must be able to carry out basic research on topics related to deafness, Deaf culture, ADA, general business, and other topics as needed
 - Collaboration on variety of projects
 - Must be able to work as a team with supervisor in situations like: interviewing interpreters, coordinating large events, marketing/advertising, maintaining Rose's social media presence, etc.

- **Other Details:**
 - Compensation \$12.50/hr M-F 7:00am-5:00pm, time-and-a-half for evenings, weekends, federal holiday
 - Expect 5-10 hours per week, number of hours may increase in the future
 - Email resume and completed application to rae@roseinterpreting.com