



Vancro Integrated Interpreting Services

Job Description: Program Manager

YouTube Video: <https://youtu.be/38J6V2WQM0w>

1. Job Description

A Vancro Integrated Interpreting Program Manager Specialist's job is to be the primary point of contact for Vancro interfacing between the Deaf community and the hearing Customers of Interpreting services. Program Managers are involved in the scheduling and confirming of assignments as well as troubleshooting issues with the Deaf users and interpreters as well as navigating grievances and accolades within the community. This position will also work directly with requesters confirming quotes for services and details regarding assignments. The VIIS Program Manager will also be responsible for communicating with Interpreters, Community leaders, and stakeholders for the duration of the contract with the State of Vermont. It is important for a VIIS Program Manager to understand the ASL interpreting profession including its' importance in the Deaf community as well as the Deaf community of Vermont and surrounding areas. Attention to detail, prioritization, confidentiality and task management are qualities that make a Program Manager successful in their position. This point will require travel throughout the state of Vermont. They will be occasional night and weekend commitments.

2. Responsibilities

- Monitor email inboxes and promptly reply and/or route information to appropriate locations
- Confirm interpreter requests with customers and interpreters
- Conduct outreach for the local community to engage in a unified understanding and use of Interpreter Services
- Conduct Education for the Deaf community and hearing customers to provide engagement and understanding of the Referral services contract.
- Management of scheduling software (creating accounts, assigning jobs, finalizing appointments, etc.)
- Assist in recruiting
- Troubleshoot technical problems for customers and clients
- Be an active member in special team projects
- Maintain the utmost confidentiality
- Be the Primary Point of Contact for the Deaf community interfacing with Vancro.
- Present to key stakeholders on using Sign Language interpreters



- Schedule and attend meetings- Keep all assigned calendars current. Identify conflicts in schedules and reschedule meetings as needed. Attend all team meetings.
- Proctor assessments- Identify when assessments are needed. Schedule, proctor, and create and submit Assessment Report to assigned Program Manager and Interpreter Copy of Assessment Report to Interpreter.
- Management of scheduling software: Use Interpreter Intelligence to create accounts, assign jobs, finalize appointments, etc. Be familiar with Interpreter Intelligence to be able to train Program Managers, Interpreters, and Requestors and troubleshooting problems.
- Organize and coordinate events: Plan and host various events both virtually and in person.
- Troubleshoot technical problems for customers and clients: Troubleshoot problems for all programs.
- Be an active member in special team projects: Contribute to team planning of goals. Propose ideas for obtaining goals. Identify possible barriers and offer innovative solutions to obstacles.
- Ongoing professional development to maintain and enhance knowledge and skills pertaining to any/all qualifications and requirements.

3. Qualifications and Requirements

- Time management
- Strong communication skills
- Ability to handle multiple projects simultaneously
- Ability to prioritize incoming tasks
- Ability to research and collect data
- Organization skills
- Well-versed in the English language
- Well-versed in American Sign Language
- Basic Algebra
- Knowledgeable of Microsoft Office Applications including Word, Excel, SharePoint, PowerPoint, Outlook, and Forms are a plus
- Knowledgeable of Video Conferencing platforms including Zoom, WebEx, Teams, etc.
- Knowledgeable of Adobe Acrobat
- Ability to Present to small, medium and large audiences
- A.A. Degree (preferred)



4. Reporting

Vancro Integrated Interpreting Services Program Manager works as a key Team Member of the VIIS team. Program Manager report directly to assigned Leadership Team Member.

Pay commensurate with experience.

Please submit letter of interest and resume to:

Cory Brunner

cory.brunner@vancro.com