



Employment Opportunity

- Job Title:** Administrative and Scheduling Specialist
- Reports To:** President and CEO
- Salary:** Salary commensurate with qualifications and experience
- Location:** Clayton, MO
- Job Class:** Full-Time; Exempt
- Schedule:** Monday – Friday, 8:00a-5:00p

Summary:

The position of Administrative and Scheduling Specialist is primarily responsible for the scheduling and placement of Sign Language Interpreters for MT & Associates (MT&A), as detailed by the following duties. Additionally, this position is responsible to work with the MT&A Team to promote the vision and values of the organization, and continue to uphold the organization's superior customer service and quality services provided.

Essential Duties and Responsibilities:

Core duties and responsibilities include the tasks listed below. Other duties may be assigned.

- Answer incoming phone calls and questions regarding interpreting scheduling assignments.
- Work with current and potential customers to explain company procedures, benefits, and customized services available.
- Promptly respond to email inquiries from customers requesting interpreting services to ensure all assignments are acknowledged.
- Communicate and work with interpreters to schedule all assignments appropriately, as defined by MO Code of State Regulations and Skill Level Standards.
- Responsible for learning scheduling software and maintaining data during business hours to ensure complete and accurate information is input for each assignment.
- Send prompt communication to customers with confirmation on assignment details and interpreters assigned.

- Inquire about details for assignments when initial requests need clarification.
- Inform CEO about any issues concerning customers or interpreting situations.
- Provide support and maintain high quality customer service to interpreters and customers.
- Cognizant and respectful of interpreters' schedules, and use judgment to avoid overworking interpreters.
- Possess knowledge of interpreting field, or work independently to bring oneself "up to speed" on the current state of interpreting requirements.
- Attend team meetings to plan for company improvements.
- Submit all required paperwork and maintain organized records.
- Be accountable for 100% quality control.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Adaptability** – Able to deal with changes, interruptions, or unexpected events
- **Communication** – Communicate clearly, and gain clarification when needed; Write clearly and be able to read and interpret written information
- **Customer Service** – Respond promptly to customer needs; Uphold high reputation of organization through friendly, informative service; Engage customers to deepen customer relationships
- **Dependability** – Upholds commitments and completes tasks on time, or works with appropriate people to alternatively delegate/plan for contingency plans
- **Independent Work Ethic** – Take direction to learn a task, then is driven to work independently to complete future tasks involving topics related to previous training
- **Interpersonal Skills** – Remain open to others' ideas; Receptive to working as a team to maintain open communication; Listen to others with interrupting; Keep emotions under control
- **Organization** – Skilled at coordinating schedules and documentation on a wide arrangement of tasks
- **Professionalism** – Approach others in a tactful, respectful manner; Treat others with respect and consideration, regardless of their status or position; React well under pressure
- **Problem Solving** – Approach challenges with a "solutions based" mindset, working to resolves issues in a timely manner; Gather and analyze information skillfully
- **Quality** – Look for ways to improve and promote quality; Apply feedback given to improve performance; Monitor own work to ensure quality
- **Teamwork** – Contribute to building a positive team spirit; Support all team member's efforts to succeed; Balance team and individual responsibilities

If interested in applying for this position, please submit a cover letter and resumé to admin@mtapractice.com for consideration.