



MT & ASSOCIATES

S I G N L A N G U A G E P R A C T I C E

Clayton, MO 63105
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Job Title: Customer Relationship Manager/Staff Interpreter
Reports To: President and CEO
Salary: \$50,000 - \$60,000 Salary commensurate with qualifications and experience
Location: St. Louis, MO
Job Class: Full-Time; Exempt
Schedule: Monday – Friday, 8:00a-5:00p (*occasional nights/weekends as needed to meet the mission*)

***To apply, submit cover letter and resumé to admin@mtapractice.com for consideration.**

Job Summary:

MT & Associates connects and supports the Greater St. Louis and Illinois Communities with one goal in mind – ensure Deaf & Hearing quality equal access to sign language interpreting services to promote respect and independence. To achieve this mission, we are expanding and seeking a Customer Relationship Manager committed to providing high quality care and support to our internal and external customers. This role plays an essential role in the leadership and operations of the MT & Associates (MT&A) office, supervising our Support Coordinator position, as well as working with interpreters, customers, and Deaf consumers directly to deepen the relationships MT&A values.

Essential Duties and Responsibilities:

- Provide leadership and supervision for the Support Coordinator position with a focus on creating a team environment with an open communication culture, motivating team members, and setting and monitoring team goals and performance
- Provide support and maintain high quality customer service to interpreters and customers
- Assist in creating original content to be posted on blogging platform and social media
- Participate in the planning and execution of social and educational events for the customers, consumers, interpreters, and general public connected to MT&A
- Advocate for legal compliance through discussion and education of potential customers in the services required for hearing and D/HH consumers via sign language interpreting services
- Recruit interpreters of high quality to consider working with MT&A
- Participate in strategic planning meetings
- Be willing to cover last-minute interpreting assignments as an MT&A staff certified interpreter
- Conducts special projects and tasks as assigned

Knowledge/Skills/Abilities Required:

- Bachelor's degree (preferred)
- Professional Sign Language Interpreter: BEI Advanced or Master and/or Nationally Certified
- Demonstrated skills in customer service interactions
- Proficient in basic computer skills
- Highly organized and disciplined, including ability to prioritize well and maintain productivity with minimal oversight
- Trustworthy with proprietary company information, keeping such information in strict confidence

Values-based Characteristics:

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

- **Adaptability** – Able to deal with changes, interruptions, or unexpected events
- **Availability** – Be available during agreed upon work schedule, responding promptly to inquiries and discussion from team members
- **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
- **Forethought** – Communicate with team far in advance of any work vacation or absences, to ensure that work can be covered even in employee's absence
- **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
- **Learner's Attitude** – Recognize that each person does not hold all the answers, and be willing to go to each other for assistance on tasks beyond one's reach
- **Organization** – Skilled at coordinating details 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