



MT & ASSOCIATES

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

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Job Title: Sign Language Interpreter- Subcontractor
Reports To: President and CEO
Salary: Salary commensurate with qualifications and experience
Location: St. Louis, MO
Job Class: Contractor- 1099
Schedule: Varies

***To apply, submit cover letter and resumé to om@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 Subcontractor Sign Language Interpreters committed to providing high quality services to our customers and clients. This role plays an essential role in MT & Associates (MT&A), working with additional associate interpreters, customers, and Deaf consumers directly to deepen the relationships MT&A values.

Essential Duties and Responsibilities:

- Provide support in interpreting positions 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 customers and clients
- Subcontractor Associate Interpreters are encouraged to participate in the planning of social and educational events for the customers, consumers, interpreters, and public connected to MT&A and also in strategic planning meetings or focus groups
- 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
- As an Associate be vigilant regarding assignment commitments, minimizing cancelations and covering last minute assignments when possible.

Knowledge/Skills/Abilities Required:

- Bachelor's degree (preferred)
- Professional Sign Language Interpreter: MICS, BEI, or RID/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/verbal information and instruction (including English, SEE, PSE, and ASL, Deaf/Blind, and/or other skills)
- **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 absences, to ensure that work can be covered
- **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