



HISPANIC CENTER

of western michigan

Language Services Manager

Position Description

Reporting to the Executive Director, the Language Services Manager will provide leadership to the Language Services operations to ensure ethical and high-quality services are delivered to our clients. The successful candidate will develop and execute strategic plans to increase department's efficiency and revenue.

Organization

Founded in 1978, The Hispanic Center of Western Michigan mission is

"TO UNITE HISPANICS WITH RESOURCES THAT ENABLES THEM TO BECOME SELF SUFFICIENT AND EMPOWERED TO STRENGTHEN WEST MICHIGAN"

We do this through education, economic development and outreach. For more information, please visit www.hispanic-center.org.

Position

The Language Services Manager will direct services including but not limited to the development, implementation, support and evaluation of language acquisition programs, interpretation services, translations services and grant administration. Additionally, the Language Services Manager will provide support for the Community Language Accessibility Initiative (CLAI) to continue the training and certification of interpreters in West Michigan.

Responsibilities

Leadership:

- Recruits, hires, trains, evaluates and guides personnel and contractors to ensure that business goals and objectives are met in a timely fashion.
- Establishes clear expectations, deliverables and deadlines for staff and contractors.

Operations Management

- Oversees day-to-day operations to ensure high-quality translation and interpretation services.
- Seeks and successfully obtains new Language Service business.
- Ensures that client contracts are executed in a timely manner.
- Interprets, manages and communicates changes in vendors/customers contracts.
- Develops and deliver appropriate training to maintain and obtain additional certifications.
- Develops and implement policies, procedures, and orientation program to ensure client's standards, procedures, methods and practices are appropriately delivered. In addition, educate staff regarding compliance with the laws protecting individuals needing interpretation.
- Supervises Interpreter Coordinators to ensure 24/7 interpreter services and appropriate scheduling is occurring.
- Collects and utilizes client feedback and satisfaction data to monitor and improve services.
- Collaborates with other departments to implement professional learning activities to ensure that programs and support services are implemented according to the strategic plan.

- Provides support to Director of Programs with grant writing, administration and reporting to achieve grant outcomes.

Financial Management

- Develops and leads annual budgets and strategic planning process for the department.
- Financial oversight of the department to monitor increases in sales while controlling operational costs.
- Oversees preparation of bi-weekly and monthly reports as needed for billing and payment.
- Support the accounting team with keeping accounts receivable collections current.

Other duties as assigned.

Qualifications

The Language Service Manager will be thoroughly committed to The Hispanic Center's mission. All candidates should have proven leadership, negotiation, and relationship management experience.

Specific requirements include:

- Minimum of a BA, or equivalent work experience in Language Services.
- Experience with Fluency Interpreter Scheduling software preferred
- At least 1.5 years of experience in rendering language translation, interpretation, acquisition, language immersion, or cultural services at a management or supervision level.
- Demonstrate fluency in both Spanish and English (written and verbal).
- Excellent verbal and written communication skills with exceptional attention to details.
- Demonstrate ability to attract and maintain new customers/business
- Demonstrated results in managing through complex systems and proven experience negotiating win-win agreements.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- Advanced ability to set and meet goals and priorities, and work with colleagues to implement and drive results-oriented systems.
- Personal qualities of integrity, credibility, and a commitment to and passion for Hispanic Center's mission.