



Program Coordinator Job Description

Summary: The **Program Coordinator** is a 30-hour per week, with full-time potential, administrative position that provides programmatic support for Valley Community Interpreters' two program areas: the VCI Academy and the VCI Agency.

The VCI Academy offers interpreter training four to five times per year and is focused on building an interpreter workforce in New Mexico that is skilled in cross-cultural communications to facilitate understanding between individuals who don't share the same language. The work associated with the VCI Academy is cyclical and carried out before classes start by providing support during the courses' registrations.

The VCI Agency offers language services in interpretation (spoken languages) and translation (written language) that can be from on-site, over the phone and online interpretation, to document translation and training service provider staff to assist them in becoming familiar with how to use the services. The work associated with the VCI Agency will encompass the majority of the tasks and responsibilities of the Program Coordinator. The Program Coordinator is not responsible for delivering the staff trainings.

Qualifications:

- Strong customer-care skills (ability to listen carefully to client requests as well as ability to clearly communicate VCI's processes to the client)
- Has excellent writing and communication skills
- Process oriented: ability to create, manage and execute procedures to accurately track a volume of requests
- Excellent record-keeping skills (electronic and hard copy)
- Ability to edit and follow Standard Operating Procedures (SOPs)
- Bilingual English and Spanish
- Has a minimum of two years' experience working as an administrative or program coordination
- Holds a high school or technical certificate
- Is organized and can manage several detailed tasks from start to finish (according to SOPs)
- Understands the diversity of New Mexico's community and is committed to developing an interpreter workforce
- Familiarity of New Mexico based community service organizations desired
- Interpreter experience preferred
- Self-starter with ability to execute projects in a timely manner
- **High level of computer skills required – MS Office (Word, Excel, Outlook, Power Point), Adobe Acrobat, web research, Google Forms, Google Workspace**

The **Program Coordinator** will offer program support two program areas: Tasks may include but are not limited to:

VCI Academy:

- Assist VCI students during registrations by processing registration forms, creating hardcopy files and ensure that all required paperwork is incorporated in each student files. Manage and maintain program participants' records both electronic and hardcopy
- Assist the VCI Director and/or VCI Trainer in scheduling students' assessments
- Review and process all completed training registration forms, incorporating all program registrants' information in Excel database to be used in several aspects of the trainings and contact.
- Maintain graduate master database
- Maintain follow up communications both by email and phone with VCI Director, program participants, graduates



and partner organizations

VCI Agency:

- Manage the day-to-day operations of the VCI Agency, maintain office daily procedures, language services database, hardcopy files and records for invoicing
- Provide effective follow up and fast response to the VCI Agency clients' service requests in all service areas: on-site interpretation, telephonic interpretation, written translation and language testing
- Work with translators and coordinate with translation services for written language assignments.
- Coordinate and schedule with VCI interpreters for the on-site or online interpretation sessions
- Gather and prepare monthly client service reports for billing purposes
- Be familiar with maintaining and managing Google forms
- Be familiar with and update VCI's Operations Manual
- Work closely with VCI Director on program coordination
- Other tasks as needed

Pay: Between \$40,500 and \$43,500, depending on experience. Other benefits include earned pay time off, paid holidays, flexible scheduling, health benefit stipend and other reimbursements.

To apply, please submit cover letter and resume to: info@vcinm.org.