



The mission of Bridges for the Deaf and Hard of Hearing is to serve an empowered and united community in which the Deaf, deaf, hard of hearing, and hearing equally participate and are equally valued. We envision a world without barriers in which potential is unlimited and self-realization is possible. That's been our commitment for 90 years, and we are as dedicated to this purpose today as we were in 1927. We currently serve Middle Tennessee, northern Alabama, and southern Kentucky. We are expanding to serve Shelby and surrounding counties in West Tennessee.

Position

The Office Manager/Scheduler will be a strategic and critical support to Bridges West, managing office functions and the scheduling of multiple interpreters for multiple customers. The successful candidate will be a hands-on and participative manager, able to work independently but also to take direction.

Responsibilities

- Communicate regularly with interpreters (contracted and staff) in order to fulfill requests in Shelby and surrounding counties.
- Coordinate schedules of both staff and contract interpreters.
- Maintain online scheduling system and online hours to ensure accurate pay and billing.
- Answer phone calls for the agency.
- Provide new customers with agency policies and procedures.
- Perform or ensure completion of customer confirmation calls.
- Monitor feedback from the hearing, Deaf, and interpreting community and assist in finding solutions to any issues that may need to be addressed.
- Engage in customer satisfaction duties as needed including but not limited to customer follow up visits and meetings with customers where a relationship needs to be repaired or supported.
- Maintain after-hours schedule for on-call interpreters.
- Provide exceptional customer service to those the agency serves.
- Develop and maintain a positive working relationship with requesting entities.
- Have a working knowledge of ADA as it applies to the D/deaf, deaf-blind, and hard of hearing communities.
- Serve as the point person for office manager duties including:
 - Maintenance
 - Mailing
 - Supplies
 - Equipment
 - Bills
 - Errands
 - Shopping
- Schedule meetings and appointments.
- Organize the office layout and order stationery and equipment.
- Receive, log, and distribute mail.

- Answer incoming calls.
- Maintain the office condition and arrange necessary repairs.
- Organize office operations and procedures.
- Coordinate with IT on all office equipment.
- Ensure that all items are invoiced and paid on time according to financial policies and procedures by working with the Finance Manager.
- Make deposits according to financial policies and procedures.
- Manage contract and price negotiations with office vendors and service providers.
- Provide general support to visitors.
- Liaise with facility management vendors, including cleaning, catering, and security services.
- Plan in-house or off-site activities, like parties, celebrations and conferences as requested.
- Screen, onboard, and coordinate all volunteers.
- Manage all requests for external groups to use facilities.
- Set up and reset facilities before and after meetings.
- Travel to/from Nashville as directed for trainings and other meetings.
- Other duties as assigned.

Qualifications

- Proven experience as an office manager, front office manager, or administrative assistant
- Knowledge of office administrator responsibilities, systems and procedures
- Proficiency in MS Office; strong written English skills
- Hands on experience with office machines (e.g. fax machines and printers)
- Familiarity with email scheduling tools, including Outlook calendars and scheduling databases
- Bachelor's degree preferred
- A successful track record in setting priorities; keen analytic, organization and problem solving skills which support and enable sound decision making
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders
- A multi-tasker with the ability to wear many hats in a fast-paced environment
- A creative mind with an ability to suggest improvements
- Conversational fluency in ASL
- Experience with the Deaf and/or hard of hearing communities
- Fluency in American Sign Language.
- Knowledge of office responsibilities, systems and procedures.
- Excellent communication and relationship-building skills working with a variety of internal and external stakeholders.
- Personal qualities of integrity, credibility, and dedication to the mission of Bridges for the Deaf and Hard of Hearing.
- Ability to function as part of a team and to take direction while also being able to work independently and in a start-up environment.
- Strong sense of professionalism, self-awareness, respect, courtesy, common sense, humor, and grit.

To apply, please submit a cover letter, resume, and references to info@bridgesfordeafandhh.org. Applicants will not be considered unless all requested elements are provided. No phone calls please. Review of applicants will begin on 9 August 2019, and continue until the position is filled.