



**JOB POSTING**  
**(Internal /External)**

**Interpreter Services Payments/Project Administrator**  
**FULL-TIME 1-Year CONTRACT POSITION**

The Barbra Schlifer Clinic offers legal representation, professional counselling and multilingual interpretation to women who have experienced violence. Our diverse, skilled and compassionate staff accompany women through personal and practical transformation, helping them to build lives free from violence.

We are a centre by, for and about women. We amplify women's voices and cultivate their skills and resilience. Together with our donors and volunteers, we are active in changing the conditions that threaten women's safety, dignity and equality.

**We are currently seeking an Interpreter Services (IS) Payments/Project Administrator for a full-time, 1-year contract position.** This position will provide administrative support to the Interpreter Services Department and our social purpose enterprise, Interpreter Services Toronto (IST).

**DUTIES AND RESPONSIBILITIES:**

**Coordination**

- Coordinates a variety of activities related to events, meetings, and training such as booking venues, arranging catering and attendance
- Maintains schedules and calendars and coordinates activities for professional development programs for over the phone Language Interpreters, as applicable to current projects
- Liaises with interpreters, partner agencies, and other key personnel to communicate information and coordinate schedules
- Coordinates activities related to recruitment for projects including accepting applications and arranging interviews
- Responds to customer and client feedback and complaints about services

### **Administration**

- Drafting of manuals and processes that ensure smooth operations of various projects
- Provides administrative support for other staff in a variety of ways including gathering information, formatting reports and preparing refreshments
- Sets up and maintains a variety of electronic and hard copy files
- Opens organizes, digitizes and closes files
- Transmits accounts payable information to the administrator
- Sets up, formats and assists in writing of a variety of documents such as funding submissions, reports, client support letters and regular correspondence
- Word processes a variety of documents such as reports, assessments, applications, and planning notes

### **Accounts Payable**

- Matches language interpreter invoices to detailed call summaries and assignments to submit for processing
- Reviews monthly detailed call summaries to invoice partner agencies
- Maintains expense files, which includes reconciling receipts to statements
- Reviews monthly call details and prepare invoices for Language Interpreters. Liaises with Accounts Payable Administrator to ensure all accounts are paid on time, file invoices and assist in completing expense reports
- Exports data from BroadConnect to Excel, review and keep records of monthly statistics
- Responds to enquiries regarding payments, conducts investigations and processes adjustments
- Populates spreadsheets to track information and perform set calculations

### **Recruitment**

- Assist in the recruitment of language interpreters for OPI interpreters as applicable to current programs
- Relays comments and concerns to the IS Director or IS Manager

### **Technology & Database Maintenance**

- Troubleshoots issues with over-the-phone interpretation (OPI) portals (such as call centre portals, remote phone agent portals, and online database systems)
- Sets up new customers and language interpreters to OPI portal
- Liaise with Broadconnect and Partner Agency to set up call centre configurations such as new users, new languages, and changes to schedules
- Gathers weekly and monthly detailed reports from OPI portal
- Trains new language interpreters, customers, and service users on how to use portals
- Monitor portals and databases to reduce errors in performance and ensure smooth operations

### **Marketing & Sales**

- Assists and supports the IS Director or IS Manager with presentations to existing and potential customer
- Assist in preparation of all marketing materials, presentations and attends procurement events
- Liaise with the Digital Marketing team on a monthly basis
- Receive and respond to queries about IST services and projects
- Liaise and support IST marketing coordinators and consultants
- Liaise with consultants on performance monitoring to reduce errors, optimize operations and business strategies

### **Agency and Team Support**

- Works collaboratively with and supports the diversity of women within the context of a diverse agency.

### **Other**

- Acts as back up to other IS Department staff when they are on vacation, sick, etc.
- Complies with Clinic and funder policies and procedures.
- Performs other tasks as assigned by management.

### **MINIMUM QUALIFICATIONS:**

- Knowledge of the social services sector;
- Advanced administrative skills and office administration, acquired through community college, university or experience;
- Executive administrative experience or demonstrated skills;
- Proven ability to write executive level correspondence, reports, briefing notes and other written material;
- Expert level knowledge of current computer applications such as Microsoft Office, Desktop Publishing, Database software, E-mail, and Internet in a windows environment (knowledge of call center/phone system applications and Staff Point is an asset);
- Demonstrated financial management skills;
- Ability to maintain a high level of confidentiality and professionalism;
- Ability to work under pressure, respond to changing priorities and function as a highly efficient assistant;
- Must possess a positive and friendly manner;
- Exceptionally strong organizational skills;
- Excellent interpersonal and oral communications skills;
- Must demonstrate strong initiative and must be goal-oriented;
- Previous work in a multicultural environment
- Knowledge of women's services and the voluntary sector would be an asset.

### **CORE COMPETENCIES:**

- Commitment to working collaboratively with and supporting women of diversity within the context of a diverse agency;
- Engagement in a self-reflective, ethical & collaborative practice that is non-judgmental and empathic and reflects the vision and mission statements of the Clinic;
- Incorporation of principles of diversity and equity in responding to the service needs of women;
- Commitment to working toward removing systemic barriers to women's independence and wellbeing;
- Excellent interpersonal, organizational, time-management and problem-solving skills; written and oral communication skills;
- Ability to work and support others in the context of a diverse environment;
- Ability to work independently and as part of a team in a multi-disciplinary environment;
- Be a self-starter, creative and highly motivated;
- Share ideas and differences in the spirit of collaboration and cooperation; and,
- Commitment to ongoing personal and professional development.

**SALARY:** In the range of \$43,354 - \$46,000 per annum. The position includes a comprehensive benefits package offered through a group plan as part of our United Way membership.

The Barbra Schlifer Clinic promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women of all races, colours, ethnic origins, religions, abilities and sexual orientations. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

**DURATION:** One year

**DEADLINE FOR RESUMES:** Monday May 27, 2019

**To apply, please submit your cover letter and resume by email in ONE attachment, as a PDF or Word Document to:** [hr@schliferclinic.com](mailto:hr@schliferclinic.com)

**Subject Title:** Hiring Committee (IS Payments/Project Administrator)

We thank all candidates for their interest. However, only those applicants selected for an interview will be contacted.

**Please indicate in your response where you saw the job posting**  
**NO PHONE CALLS PLEASE**