



Job Title: Interpreter Services Coordinator
Location: On-site – Portland, Maine
Job Type: Full-time
Salary: \$58,500 – \$65,000 per year

About House of Languages:

House of Languages is a leading provider of interpreting and translation services in Maine, offering support in 70+ languages. We are passionate about helping our customers overcome language barriers. House of Languages offers a supportive and inclusive workplace where your voice matters. Based in Portland, our core team of eight is supported by 60+ on-call employees and over 100 contractors. We are proud to be one of the most diverse workplaces in Maine, with team members from all over the world. Our culture values respect, continuous learning, and the richness of global perspectives.

Position Summary:

The Interpreter Services Coordinator oversees the daily operations of the Interpreter Services Department and manages a team of staff, per diem, and contract interpreters. This role is responsible for coordinating interpreter scheduling, supervising interpreters, supporting recruitment and training, and ensuring high-quality language services for clients. The coordinator works closely with leadership to establish departmental goals, monitor budgets, and maintain efficient and responsive interpreter services.

Position Responsibilities:

- Supervise the Interpreter Scheduler and collaborate on scheduling interpreters and resolving scheduling issues
- Work with other staff on evaluation, interview, and hire of prospective interpreters
- Monitor interpreters' performance and provide ongoing training and supervision to ensure quality service delivery and adherence to professional standards
- Provide information about House of Languages to new customers and train them on the use of the online scheduling portal
- Promote an inclusive team environment with an emphasis on fostering high quality interpreting skills and customer services
- Effectively manage and prioritize the work to meet the customer, interpreter, and House of Languages needs
- Develop quarterly reports as requested by the CEO
- Additional responsibilities include but are not limited to interpreting and assistance with general and administrative office tasks



Required Qualifications, Skills & Experience:

- Bachelor's degree or higher
- Fluency in a language other than English
- Excellent writing and verbal communication skills
- Strong computer skills, including proficiency with Office 365
- Must be extremely detail oriented, organized, and have excellent problem solving and analytical skills
- Ability to communicate clearly and effectively with people of diverse age groups and social, cultural, economic, and ethnic backgrounds and maintain professionalism in all situations
- Outstanding customer service skills
- Honesty and integrity
- Perseverance, strong team spirit and proactive attitude

Desired Qualifications, Skills & Experience:

- Education or work experience in language-related fields such as linguistics, teaching, translation, or interpretation
- Knowledge of medical or legal terminology

Benefits:

- Four weeks of paid time off (PTO)
- Paid birthday off, 12 holidays, and 5 summer Fridays
- Health Reimbursement Arrangement (HRA)
- Employer retirement contributions
- Life insurance
- Paid parental leave and a paid family and medical leave policy

To Apply:

- Please send your resume and cover letter to questions@houseoflanguages.com.