



# Dispatcher

## ***Mission***

MAMI's mission is to ensure equal access to services for limited-English-proficient people by providing highly-trained language services. We strive to care for our customers, co-workers, and interpreters in a kind and friendly manner and to have a positive influence in the community.

## ***Responsibilities***

- Dispatch interpreters by performing all associated tasks - answering phones, assigning interpreters, assisting customers and limited-English-proficient persons, organizing related documents, processing them, compiling statistics, and making copies.
- Work as a member of the dispatch team, providing excellent customer service, professional communications, and strong attention to detail at all times.
- Answer phones, take messages, and transfer calls to Utica office staff as needed.
- Keep accurate documentation and records at every step of the scheduling process.
- Will respond to all calls on main telephone lines and initiate some call for non-dispatch purposes; for example, for interpreter training and outreach purposes.
- Provide first level of response in difficult situations, calming others as needed and working efficiently to get the job done
- As a team member, show initiative and conscientiousness, suggesting improvements to procedures on an ongoing basis.

## ***General***

- Conduct self in a highly professional and culturally sensitive manner when acting as a representative of MAMI.
- Abide by all policies and procedures of MAMI and the client at all times.

## ***Skills and Experience***

- Experience in customer service and scheduling. Experience dealing with customers or clients by phone strongly preferred.
- Strong computer skills including MS Office, email, internet, calendar and scheduling software.
- Ability to maintain confidentiality and deal with confidential information.
- Strong communication skills both orally and in writing.
- Experience dealing with fast paced, time sensitive tasks.
- Strong attention to detail
- Ability to follow through on tasks quickly, completely, and accurately.

## ***Critical Qualities***

- Highly professional demeanor.
- Understanding of and sensitivity to cross-cultural issues.
- Supportive of MAMI's mission.
- Self-motivated.
- Detail oriented.

## ***Organization Information***

- Competitive salary and benefits (vacation, paid holidays, and medical in accordance with MAMI policy on full time employee benefits).
- Position is located in Utica, NY.
- Reports to the Utica Regional Manager.
- Position is full time 8 am to 4 pm.

**To apply, please send cover letter and resume to [ablair @ mamiinterpreters.org](mailto:ablair@mamiinterpreters.org).**