JD For Over the Phone Interpreter

Job Title: Over the Phone Interpreter

Company: [Company Name]

Location: [City, State]

# Job Description:

We are seeking a skilled and professional Over the Phone Interpreter to join our team at [Company Name]. The Over the Phone Interpreter will be responsible for providing interpretation services over the phone for a variety of languages, ensuring accurate and effective communication between non-English speakers and our clients.

# Key Responsibilities:

* Provide over-the-phone interpretation services in a variety of languages
* Facilitate communication between non-English speakers and clients in a clear and accurate manner
* Interpret spoken and written information accurately and completely
* Maintain a high level of cultural sensitivity and professionalism
* Meet or exceed individual and team performance goals and metrics
* Follow standard operating procedures and guidelines to ensure consistency in interpretation services
* Keep accurate and up-to-date records of all interpretation services
* Communicate effectively with colleagues and management to ensure a seamless customer experience

# Competency Requirements:

* Proven experience as an Over the Phone Interpreter or similar role
* Strong verbal and written communication skills in multiple languages
* Strong problem-solving and decision-making skills
* Strong attention to detail and the ability to multitask
* Strong computer skills and proficiency in relevant software
* Ability to work well under pressure and meet deadlines
* Strong team player
* Good customer service skills
* Cultural sensitivity and understanding

# Qualifications:

* High school diploma or equivalent
* Minimum of 1-year experience as an Over the Phone Interpreter or similar role
* Professional interpreting certification is a plus
* Ability to work flexible hours, including evenings and weekends.