

## OVERVIEW

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TransPerfect Remote Interpreting is looking for experienced OPI Interpreters to work from home in Arizona, California, Illinois, Florida, and Texas.

Intermediate Bilingual Spanish Interpreters are responsible for providing consecutive interpretation services over-the-phone from their homes. The Interpreter is required to be fluent in English and target language at a professional level, be able to pass a language assessment, and undergo one week training to become effective over-the-phone interpreters. The Interpreter will be expected to demonstrate excellent customer service, communicate all information clearly and accurately, and adhere to the requirements of the workplace. Over time, successful interpreters will have the opportunity to learn new subject matter and become qualified to service more challenging call types.

## DESCRIPTION

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- Attend intensive, one week training onsite at training site in office location
- Intermediate Interpreters will learn interpreting procedures and protocols and shadow experienced interpreters
- After one week, Intermediate Interpreters will have sufficient training to be able to take calls independently
- Provide the highest level of customer service during interpreting sessions
- Follows interpreter protocols and procedures set by TransPerfect Remote Interpreting Testing, Training, and Quality department
- Continuously improve vocabulary required for various clients
- Develop techniques to improve listening skills and short-term memory
- Participate in skill development activities and regular interpreter meetings
- Complete all compliance training and keep all assignment-related information strictly confidential
- Provide accurate and complete interpretation without paraphrasing
- Never counsel, advise, or interject personal opinions
- Participate in regular feedback and coaching sessions to continually improve performance
- Adhere to regular work shifts and training sessions as scheduled
- Perform other duties as assigned

## REQUIRED SKILLS

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- Professional proficiency (speaking, listening, and reading) in English and target language
- The ability to attend training for one week between 9am-4:00pm
- Able to master interpretation concepts and develop the skills necessary to perform effective consecutive interpretation
- Ability to communicate effectively across cultures
- Ability to use multiple software and phone systems simultaneously, strong computer skills are required
- Ability to sit and interpret over-the-phone for extended periods
- Ability to concentrate and take effective notes in a fast-paced work environment

## REQUIRED EXPERIENCE AND QUALIFICATIONS

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- High school diploma, GED or equivalent
- Minimum of 1 year OPI – Over the Phone Interpretation experience or educational equivalent

**DESIRED SKILLS AND EXPERIENCE**

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- Customer Service experience preferred
- Recognized certification in language interpretation (healthcare, legal or community) preferred