



## JOB DESCRIPTION

<b>Position:</b>	<b>Relief Request Coordinator</b> Interpreting New Zealand
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**Position Description:** The holder of this position will be responsible for answering telephone calls and emails, recording requests accurately, and assigning appropriate interpreters to jobs. The holder may also be asked to carry out some additional administrative support tasks as required.

**Place:** Interpreting New Zealand office  
Level 5, 186 Willis Street, Wellington

**Hours:** Variable, days and times to be agreed with the Request Coordinator Team Leader to back-fill when any of the permanent Request Coordinators is out of the office or on leave. Working hours will fall between 9 am and 6pm Monday to Friday.

**Salary:** \$21.79 per hour (equivalent to \$42,500 p/a – Year 1 of the Request Coordinator scale), pro-rated to the hours worked.

**Responsible to:** Chief Executive, Interpreting New Zealand

**Key Relationships:** Request Coordinator Team Leader  
Request Coordinators  
User agencies  
Interpreters  
Office Administrator  
Database Administrator  
Finance Administrator  
After Hours Coordinators

## **Key Responsibilities:**

### **Accepting bookings, assigning and confirming interpreters**

- Attend to all phone calls and emails in a prompt, courteous, and professional manner.
- Treat every interaction as an important shop-front for the image and reputation of Interpreting New Zealand.
- Via the computerised booking system, assign interpreters to requests, choosing the most appropriate interpreter for each request in accordance with Interpreting New Zealand's guidelines.
- Provide interpreters with accurate and detailed information about assignments.
- Confirm assignments with agencies promptly and accurately.
- Be supportive, sensitive and appreciative towards interpreters in their work.
- Complete thoroughly, accurately and promptly all records of calls and requests.
- Contribute towards the continuous improvement of the request coordinator role, and the processes and database that support it.
- Collaborate closely with other office and after-hours staff using documented procedures to ensure all assignments are dealt with in a timely manner with no errors or omissions.

### **General Administration**

- Perform general administrative tasks, such as filing, photocopying or mail-outs, as needed.

### **Key qualities required:**

- An excellent telephone manner with fluent and clear spoken English
- Competent and accurate written English, including good spelling
- Familiarity with office procedures
- Computer literacy, with excellent keyboard skills
- Timeliness, efficiency and attention to detail
- Ability to manage multiple tasks and work effectively under pressure
- A good understanding of the interpreting role and Interpreting NZ's operations
- Good knowledge of New Zealand public institutions and their functions
- Enjoyment from working with people in a close team environment
- Willingness to learn and contribute to the role of the whole organisation.