**Reports To:** Director of Operations

**Position Summary:** Provides consecutive language interpretation for limited English proficient patients and families whose primary language is not English, as it relates to medical care. Provides sight-translation of relevant materials to enhance patients’ and families’ comprehension of medical procedures, treatment, discharge instructions, patient and family education, and follow-up care. Translates written documents as needed.

**Duties and Responsibilities:**

1. Communicates with patients in a warm, courteous, and professional manner.
2. Interprets between clinic staff and limited English proficient patients and families.
3. Translates written documents and interprets written materials for patients as needed.
4. Demonstrates superior knowledge of medical vocabulary in both languages.
5. Demonstrates superior short-term, verbatim memory skills.
6. Assist patients in understanding clinic policies and procedures.
7. Demonstrated understanding of and adherence to ethical standards for medical interpreters.
8. Maintains strict patient confidentiality.
9. Performs other duties as assigned.

**Minimum Qualifications:**

1. High school diploma or equivalency.
2. Knowledge of standard office policies and procedures.
3. Fluent verbal and written communications skills in both English and Spanish.
4. Excellent customer service skills and ability to effectively and respectfully handle dissatisfied patients.
5. Ability to work independently and to use good judgment.
6. Ability to work effectively and harmoniously with co-workers and function as a team member.
7. Ability to pass the AHEC or equivalent medical interpreting examination.

**Preferred Qualifications:**

1. Certification in Spanish interpretation.
2. Experience interpreting in a medical office setting.
3. Experience working with low-income populations.
4. Medical terminology.

**Physical Demands Required to Fulfill Essential Functions of this Position:** Employee must be able to sit for long periods of time. Employee must be able to go up stairs. Employee must be able to focus on tasks while in an active office environment where conversation and noise is prevalent. Employee must be able to operate a keyboard, write, speak, and hear. Employee must be able to read small print both on paper and on a computer screen for long periods of time. Employee must be able to bend and reach to the top of a five-drawer filing cabinet. Employee must be able to lift boxes of no more than 30 lbs. Employee must be able to complete all job functions with or without reasonable accommodation.

**Working Conditions:** Office environment. Facility is non-smoking. There may be exposure to airborne and blood borne pathogens, and hazardous materials. Employee must be able to drive between clinic sites.