



VECRA is seeking a Full-Time INTERPRETER/TRANSLATOR TIER 4

VECRA, Inc. has a requirement for qualified Interpreters/Translators who are fluent in one or more of the following languages: Pashto, Urdu, Dari, Arabic, or Uzbek. The interpreters/translator will develop solutions to routine technical problems of limited scope following detailed instructions. Interpreters will have to interpret in person and provide professional interpretation to hospitals, schools, and social service agencies in the DMV area.

ROLES and RESPONSIBILITIES

The Tier IV Interpreter/Translator roles and responsibilities include but are not limited to the following:

- Considered a recognized authority within the company.
- Works on unusually complex technical problems and provides solutions which are highly innovative.
- Determines and pursues courses of action necessary to obtain desired results.
- Able to interpret accurately. Normally consecutive interpretation is needed, but on rare occasions simultaneous interpretation may be requested.
- Has good understanding of one or more regional dialects.
- Selects appropriate mode of interpretation for each situation.
- Interprets with highest degree of accuracy and completeness in consecutive, simultaneous and sight translation modes.
- Self-corrects, understands own linguistic limitations, seeks clarification and accepts correction.
- Practices active listening and picks up cues from encounter participants regarding level of understanding and/or need for clarification, as well as understanding of interpretation process.
- Understands language as an expression of culture, recognizes the underlying assumptions of each party about the encounter, its content and context; uses this understanding to empower patient and provider to better understand each other.
- Explains role of the interpreter to clients.
- Recognizes the complexity of the case management service and added factor of linguistic barrier.
- Sets tone of the client encounter to manage spatial configuration and flow of communication to preserve accuracy and completeness, and to assess and address potential areas of discomfort for patient (age, gender of interpreter, no previous experience with interpreters).
- Encourages and fosters direct communication between provider and client.
- Maintains professional distance and integrity.



- Diffuses conflict between parties by remaining calm and impartial.
- Clarifies instructions, follow up steps in a diplomatic, effective manner.
- Serves as a cultural and linguistic resource to both clients and case managers to contribute to successful outcomes.
- Intervenes as intercultural mediator when communication is compromised by culture-bound messages.
- Avoids generalizations and stereotyping
- Uses culturally appropriate behavior and is able to choose appropriate time to clarify or interject by respecting the goals of the encounter.
- Can accurately translate reports/texts in electronic and hard-copy formats that not only contain facts but also some abstract language showing an ability to capture intended implications and many nuances.
- Can generally capture geopolitical, regional, ethnic, and cultural elements in text. Word choice and expression generally adhere to target language (TL) norms and means of expression specific to subject field (s) and are strong enough to allow translator to operate successively in that field.
- Reviews audio or internet materials, transcribes with high degree of accuracy and expressions
- Must possess excellent English-language written communications skills for preparing reports
- Able to identify and accurately summarize factual points as well as abstract concepts
- Can triage documentation to isolate pertinent and nuanced info
- Master use of reference materials. Must possess computer skills; including MS Office, to be able to produce written translations and products and sufficient internet skills that will allow basic research on the Web
- Other duties as assigned

This list is not intended to be comprehensive. Additions may be made at the discretion of contract needs. This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

QUALIFICATIONS:

- **Tier 4:**
 - o Bachelor's degree (or equivalent) with 10-12 years of experience
 - o Master's degree with 8-10 years of experience
 - o 10 years minimum of relevant experience required
 - o Proficiency in Microsoft Word and Outlook
 - o Fluently speaks one or all Pashta/Dari/Urdu/Arabic/Uzbek and English



- o Willingness to work with culturally and linguistically diverse and disadvantaged populations in a courteous and effective manner
- o Effective communication skills
- o Ability to perform comfortably in a fast-paced environment
- o Ability to pass an extensive Federal, State and County background check

DESIRED SKILLS

- Experience providing language interpreting services on a paid or volunteer capacity
- Strong interpersonal and leadership skills with the ability to interact with internal/external customers and across organizational elements.
- Demonstrated teamwork skills
- Excellent verbal and written communication skills –
- Superior problem solving and critical thinking skills
- Excellent organizational, interpersonal, written, and verbal communication skills
- Must be a US citizen
- Must complete a Background Investigation

EDUCATION

Bachelor's degree (or equivalent) with 10-12 years of experience. Or Master's degree with 8-10 years of experience. Certification and/or testing by a nationally recognized entity (ATA, AIIC, FBI Language Test, State Department exam, court certification).

OTHER

Shift: Days; 9:00am – 5:00pm (5 days a week)

Schedule: Monday – Friday

Job Class: Communications

Location | Place of Performance: USA\DMV\Maryland\Virginia\DC

Salary: \$32/hour or \$33/hour

Telework or Virtual: Onsite (some remote work may be required)

Req Type: Full-Time, 40 hours

BENEFITS

We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical, dental, short and long-term disability.



VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.