

CAREER OPPORTUNITY!

Center Supervisor – Rockville/Washington DC

In collaboration with the Center Manager, the Center Supervisor will oversee the daily operations of the local community on-site services business line. The selected candidate will support the team in meeting the company-established revenue targets. In addition, the candidate will collaborate with local center management and support teams in assuring coverage for all VRS and On-site jobs.

Areas of Responsibility:

- Develop and implement local on-site business and marketing plans to achieve annual revenue goals.
- Identify and solicit new business prospects in the center's catchment area.
- Partner with operational management and support teams to evaluate feasibility of contract sales and service delivery
- Interact with existing customers to increase sales of the company's products and services
- Direct the preparation of proposals, negotiation of contracts, and administration of commercial and government contracts in accordance with company policies and legal requirements
- Work directly with the Center Manager and the Business Development Team to assure effective daily operations of Purple's local on-site services.
- Create, analyze and provide reports for the local on-site interpreting business line
- Coordinate the onboarding of new agencies and independent contractors in the local area as needed to support the on-site interpreting business line; coordinate training of new independent contractors and agencies to Purple processes.
- Review and approve all interpreter/agency invoices and customer billing.
- Oversee effective operations practices, processes, and policies for the effective delivery of on-site interpreting services
- Research local community business practices in new markets.
- Provide support as needed on the VRS center floor.
- Assist the Center Manager as needed on center projects, initiatives, recruiting, and provide back-up support when the Center Manager is out.
- Perform other duties and special projects as assigned.

Minimum Qualification Requirements:

- Bachelor's degree in a related field preferred
- 1 year supervisory experience in a Customer Service/Sales environment preferred
- Experience scheduling practitioners to meet customer requests
- Skilled in using specialized software related to departmental operations including database, Internet, spreadsheet, instant messaging, presentation, and word processing programs.
- American Sign Language (ASL) proficiency, extensive knowledge of the deaf culture, and familiarity with products and services that support the communications needs of deaf people preferred.
- Sales skills for developing and cultivating contacts, and building business relationships
- Flexible and enthusiastic willingness to work with constant change
- Demonstrated team building and people management skills
- Ability to identify and direct priorities per business needs
- Attentive to detail when planning and organizing projects
- Basic mathematical skills including the ability to calculate figures and amounts such as discounts, interest, commissions, and percentages

Please submit directly to the opening via our website at: www.purplevrs.com/careers or e-mail Laura Goeb at: Laura.Goeb@purple.us