



Operations Administrator (Full Time)

Are you ready to stand out? Join us! At Vital Signs, LLC, we are dedicated to closing the gap between the hearing, Deaf, Deaf-Blind, and hard-of-hearing communities through our sign language interpreting and captioning services. We seek passionate individuals eager to support our mission, values, and initiatives.

We are currently hiring an **Operations Administrator** to enhance our team. The right candidate will assist the operations team with scheduling, communication, and various program activities. They will collaborate closely with the Senior Manager of Provider Relations, the Client Relations Manager, and the Chief Operations Officer to effectively manage scheduling across all departments and support everyday administrative tasks. Strong organizational and problem-solving skills are essential for this role.

Essential Duties and Responsibilities:

The essential functions include, but are not limited to the following:

- Monitoring and responding to shared email inbox messages, performing actions as necessary
- Effectively communicating routine and critical staffing and scheduling challenges and demands to Schedulers
- Participating in the on-call rotation
- Providing on-demand platform support to requesters and providers
- Creating and managing current client quote requests
- Performing scheduling tasks in Usked, including but not limited to
 - scheduling providers
 - scheduling StreamText
 - sending notifications
 - following up on prep materials and event links
 - staffing according to the established matrix and census
 - reviewing job statuses and making updates
- Managing transcripts
- Communicating routine and critical scheduling challenges and demands to the Senior Manager of Provider Relations.
- Other administrative tasks for day-to-day operations

Minimum Qualifications (knowledge, skills, and abilities)

- High school diploma, equivalent GED required
- Proficient computer skills
- Self-starter who needs minimum supervision
- Minimum two (2) years of customer service and or administrative experience
- Minimum two (2) years of working remotely

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At Vital Signs, communication and connection are the heart of what we do.

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- Minimum two (2) years of complex scheduling experience
- Minimum one (1) year of scheduling management experience
- Ability to problem-solve and follow through
- Ability to handle multiple tasks efficiently and timely
- Positive and constructive attitude
- Excellent customer service skills
- Reliable home internet is required
- Remote office set up is needed
- Ability to function independently and demonstrate initiative
- Proficient with Microsoft Office Suite and Google Drive
- Time management and attention to detail
- Excellent written communication skills are a must
- Knowledge of/experience in the Deaf community is a plus but not required

This position offers the opportunity to work in a dynamic environment that values teamwork, professionalism, and growth. If you are a motivated individual passionate about making change, we encourage you to apply for this exciting opportunity. If interested, please email your resume and cover letter to HR@Vitalsignsllc.net.

Discover your passion and shape your career!

Benefits:

- Medical
- Dental
- Vision
- HSA (Health savings account)
- Teledoc
- Discount benefit programs
- Unlimited PTO after 1 year of service
- Tenure Program
- Matching 401k_Cash balance/Profit Sharing Retirement Plan
- Zayzoon (same-day pay)
- Direct Deposit (Semi-monthly pay)
- Maternity and Paternity Leave
- Office Stipend
- Professional Development/Continued Education Payment assistance and more!!

Job Type: Full-time

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Pay: Salary

Pay Range: \$40,000.00-45,000.00 per year

Schedule:

- 8 hour shift
- Monday to Friday
- On-call shift

Work Location: Remote with the possibility of traveling to Maryland 1-2 times a year.

Recruiting sources: LinkedIn, Facebook, Vital Signs Website.

EEOC Statement:

Vital Signs, LLC is an equal-opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Vital Signs, LLC makes hiring decisions based solely on qualifications, merit, and business needs at the time.

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