



## Operations Administrator (W2 employee)

Thank you for your interest in working with Vital Signs LLC! Please see below for job details and feel free to contact us at [Ashley@VitalSignsLLC.net](mailto:Ashley@VitalSignsLLC.net) for more information!

### Minimum Qualifications

- 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
- 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

### Responsibilities/Qualifications

- Utilizing II Auto Offer and Self Assign for appropriate STT requests
- 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 on the on-call rotation
- Providing on-demand Interpreter Intelligence platform support to requesters and providers
- Creating and managing current client quote requests
- Performing scheduling tasks in Interpreter Intelligence for STT and ASL departments, including but not limited to



- sending notifications
- following up on prep materials and event links
- staffing according to the established matrix and census
- reviewing job statuses and making updates
- Scheduling CART streaming via StreamText platform
- Managing transcripts
- Other administrative tasks for day-to-day operations

### Benefits

Vital Signs offers several benefits to our full-time employees. Some benefits include:

- Medical Benefits (Health, dental, vision, life insurance, supplemental life, disability insurance, etc.)
- Paid Time off (PTO)
- Sick and Safe Leave (SSL)
- Paid Holidays
- Paid RID dues
- CEU reimbursement
- Company Sponsored Retirement Plan

If this job seems like a good match for your skills and our values match yours, please email [Ashley@VitalSignsLLC.net](mailto:Ashley@VitalSignsLLC.net). We would love to work with you!

Thank you!