

# Supervisor Handbook



Supervisor Role & Responsibilities	3
Hiring Process	4
New Hire Documents	5



## Supervisor Role & Responsibilities

The Call Center Supervisor will continue to work as a Video Interpreter. This is important to keep the pulse of the call center, cover call volume and stay current on the VRS process. Working as a team with other Call Center Supervisors is imperative.

Hiring: (see hiring process) Once a candidate has completed a preliminary interview, the candidates home Supervisor will conduct an official interview. The Center Supervisor will present all new hire paperwork and orientate incoming interpreters to home call center.

Maintain call center operations: Insure all stations are in good working condition. Communicate issues to our technical department, scheduling and management. The Supervisor is the front line support to VIs and is an advocate for the needs of the center & staff.

Maintain call center environment: Stock the call center with needed supplies to keep the center a comfortable and clean environment.

Maintain call center communications: Inform interpreters of policies, procedures, and system updates.

Provide training, or coordinate training, for new interpreters as well as train existing interpreters on new policies and procedures.

Provide an accessible point-of-contact for call center interpreters to ensure staff have the information needed to conduct their work professionally and with consistency.

Manage and approve vacation requests.

Monitor, evaluate and report attendance and interpreter performance. Performance includes, but is not limited to; following policy and procedure, attendance, customer service, team work and providing skilled interpreting. All meetings/evaluations/warnings must be documented and shared with the Director of Interpreting and HR Manager.

Recognize when performance is not meeting standards and address the staff immediately.



Recognize when call center functions/environment/service can be improved and research, discuss, suggest improvements to Director of Interpreting.

## Hiring Process

1. Applications are submitted to [jobs@convorelay.com](mailto:jobs@convorelay.com) and received by Evan Winegard CFO. Applicant info is then sent to Steve Smith Roseville Call Center Supervisor.
2. Steve contacts the applicant recognizing the submission of interest. During this process Steve will conduct a pre-screening first impression. He will send candidate info, findings and feedback to the applicants desired call center location Supervisor.
3. Supervisor at desired location will see the candidates resume, background and Steve's input. The Supervisor then conducts a formal interview and reference check. If the supervisor does not see a good fit after the interview, the process stops there. If the applicant has questions, refer to Azora Telford Director of Interpreting.

If the Supervisor sees potential, the candidate will proceed to ASL/Voice assessment:

4. Supervisor sends candidates contact information back to Evan. Evan then passes the baton to RaVen Sequoia, Convo ASL Evaluator. The home call center Supervisor will receive a CC of evaluation results.
5. Once the candidate completes and passes the ASL assessment, a Voice assessment will be conducted by Steve. The home call center Supervisor will receive a CC of evaluation scores.
6. Once all assessments are complete, the candidates information, evaluation results, inside/outside perspectives are sent to Azora.
7. Azora, Evan and the home call center Supervisor will discuss pay rate and further hiring details.

In following this process, the whole team plays a part in making an executive decision for the Supervisors to contact and continue with a hire or dismissal.



This process also insures our applicants are properly contacted and evaluated. Both right wing, cultural, artistic, visual presence, a whole picture determine the diamond in the rough. Final contact is made by the home call center Supervisor.

## Training

Coordinate training with new hire, the scheduling department and Steve Smith. See training process and check list: DropBox Convo > Training > Trainer

## New Hire Documents

A New Hire Packet and check list are available in DropBox.  
DropBox: Convo > HR > Convo New Hire Packet

Send completed documents to Evan Winegard. [ewinegard@libertymgmt.com](mailto:ewinegard@libertymgmt.com)