

# United States Jobs Expertini®

## Hakha Chin Remote Telephone/VRI Interpreter

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Company: GLOBO

Location: United States

Category: arts-design-entertainment-sports-and-media

### **About the role:**

As a GLOBO Interpreter you need to:

**Answer all client calls in a professional manner, relaying first name and interpreter ID for every call.**

**Always use polite forms of expression, enunciate clearly, and always strive to provide great customer service even in emotionally charged situations.**

**Conduct intake/scripting for each client.**

**Render correct concepts and meanings between the speakers, maintaining correct grammar, clarity, and tone between languages.**

**Closely follow client instructions, professionally interject only when additional clarity or repetition is required, and manage the flow of the conversation.**

### **Technical Requirements:**

**High-speed internet service with minimum download speeds of 10MB and upload speeds of at least 5MB.**

**If you have sufficient internet speeds (10/5 or higher), you may choose to take calls directly through your computer and skip the phone altogether.**

**Telephone service should be either a traditional landline or fixed VoIP (service directly through your cable/ internet provider). Your phone line should not have call**

waiting, voicemail, call forward, Caller ID, Voice Messaging, or any other feature that would interfere with call delivery.

Cellular and cordless phone are not allowed.

**Your Background and Experience:**

Full fluency in English in addition to your mother tongue.

Call Center experience is a plus.

2+ years of professional telephone interpreting experience strongly preferred.

Very good cultural understanding and ability to clearly explain cultural concepts to avoid miscommunication.

Very good ability to remain neutral and objective during calls, excluding personal comments and feelings from the conversation.

Excellent accuracy - listening, memory retention.

Training Program in the interpreting/language industry is a plus.

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