



Translation and Interpreting Services

What does an interpreter agency do?

- ◆ We take requests for interpreters, by email, phone and fax, 7 days a week
- ◆ We call interpreters offering assignments, welcoming newcomers and encouraging experienced interpreters
- ◆ We bid for contracts to provide interpreting and we negotiate for the best possible pay, given market conditions
 - ◆ We carry liability insurance to cover interpreters' work
 - ◆ We bill requesters of services
 - ◆ We collect for services rendered and pay interpreters on a regular, predictable basis
 - ◆ We advertise interpreter services
 - ◆ We educate the public about professional interpreting
 - ◆ We look for and offer interpreter training and maintain the ethical standards of our profession
 - ◆ We set-up and maintain interpreter credential files
 - ◆ We create, update and maintain electronic scheduling and billing software/databases
 - ◆ We handle complaints about services
- ◆ We maintain membership in interpreter and interpreter agency organizations to keep abreast of changes in the industry (WITS, SOMI, ATA, NAJIT, NOTIS, Association of Language Companies)
 - ◆ We provide information about resources for interpreters
- ◆ We pay state and federal taxes on the gross amount of receipts to the agency, 60% of which go to interpreters
 - ◆ We attend state, county and municipal meetings to negotiate interpreter and agency work conditions
 - ◆ We search out opportunities for interpreting and translation services
 - ◆ We provide a networking center for interpreters and users of interpreter services
- ◆ We volunteer free or reduced-rate interpreting and translation services for non-profit agencies needing help
 - ◆ We are basically a "service industry", with less than 1/2 of 1% profit margin, like a cooperative
 - ◆ We work together with interpreters, as a team!
 - ◆ Best wishes for the Holiday Season from your "teammates in the office"