Archway Community Services

JOB POSTING
November 10, 2026

JOB POSTING #2026-85-06
INTERNAL/EXTERNAL
Interpretation and Translation Services
Interpretation Services Administrator
Wage: $25.00 per hour
Full Time: 40 hours per week, Monday to Friday, 8:30 AM to 5:00 PM
Temporary until February 25, 2028, possibility of extension

Provide Dispatch Operations Support for Interpretation Services
Join the team at Archway
Come Help Us Help People

Abbotsford

On Site

Job Summary:

Perform day-to–day dispatch operations of interpretation assignments. Respond to service requests received from phone, fax, email, or walk-in clients. Assist Program Supervisor in preparation of month-end invoices and account payable data. Promote Interpretation Services. Conduct file maintenance and other administrative duties.

Your Role:

Archway's Interpretation Services Administrator with Interpretation and Translation Services (ITS) contributes by:

- Performing daily dispatch of interpretation services and recording documentation of all services provided (including database and on-paper phone logs) with the highest level of accuracy, ensuring all records are complete and error-free.
- Responding to service requests received by phone, fax, email, or other methods in a timely manner.
- Promoting Interpretation Services to clients who approach for quotes or inquires.
- Assisting and supervising interpreters in the field for daily assignments.
- Identifying the needs of the program for new language interpreters and other current needs.
- Implementing program standards, industry guidelines and policies of the organization.
- Assisting in maintaining current contracts for interpreters.

This position is a great fit for someone who has exceptional attention to detail and a high degree of accuracy, is experienced in office administration in a fast-paced environment, and has good de-escalation and customer relations skills.

Our Offer

- Wage: $25.00 per hour
- A full-time position at 40 hours per week, availability Mondays to Fridays, from 8:30 AM to 5:00 PM.
- Temporary until February 25, 2028, possibility of extension.
- Benefits include:
    - Three weeks' pro-rated vacation.
    - Three pro-rated wellness days per year.
    - Pro-rated sick leave days per year.
    - Opportunity to exchange a statutory holiday for a cultural day celebration.
    - A great benefits plan.
    - Employee and Family Assistance Program.
    - Access to online wellness resources including newsletters, physical health videos and wellness events.
    - Free use of Archway's wellness equipment.
    - Great in-house training opportunities.
    - Rewarding work in a positive and supportive environment.
    - Work/Life balance.

Getting an Interview – you will be considered if you have:

- A relevant Business Administration diploma or degree, or other related field, or the equivalent education and/or experience.
- Minimum two (2) years of experience in an office administration, scheduling, data entry, dispatching, coordination or similar administrative role.
- Minimum two (2) years of experience providing customer service in a professional office environment.
- Experience managing multiple priorities, maintaining accurate records, and coordinating schedules in a fast-paced setting.

The Job Also Requires you to have:

- Strong verbal, written, and active listening communication skills; ability to communicate clearly and respectfully with individuals from diverse backgrounds, cultures, and varying levels of English.
- Strong organizational and time management skills; ability to balance and manage competing projects and priorities in a fast-paced environment.
- Sound knowledge of principles, ethics and types of interpretation and translation.
- Exceptional attention to detail and accuracy.
- Demonstrated teamwork and ability to work independently.
- Strong database entry skills.
- Minimum typing speed of 50 WPM with a high degree of accuracy
- Excellent phone manners.
- Effective de-escalation and customer relations skills.
- Ability to read and write in two or more languages.

- Excellent computer skills; working knowledge of Microsoft Office 365, databases, and the Internet.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is November 19, 2026.

TO APPLY

Interested applicants are to reference **Posting #2026-85-06.**

Please submit your resume and cover letter to: Interpretation Services Administrator at Archway Community Services

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stó:lō people. Stó:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.

We're proud to share that Archway was recently recognized for having a 5-Star Safety Culture!

Every year, Canadian Occupational Safety (COS) recognizes organizations across Canada that exemplify excellence in fostering robust workplace safety cultures. Winners demonstrate a commitment to proactive risk management, comprehensive training, and employee engagement.

This award reflects our ongoing commitment to creating a workplace environment where employees feel safe, seen, and supported.

If you're interested in working for an organization where safety is a priority, come work with us at Archway.