

Join Decypher as a Coordinator

Hamilton | 30 Hours Per Week on Permanent Basis

Are you highly organised, customer-focused, and passionate about supporting diverse communities across Aotearoa New Zealand?

Decypher is looking for a motivated Coordinator to join our growing team. This is an exciting opportunity to play a key role in connecting clients with professional interpreters and translators, helping people overcome language barriers and access essential services.

About Decypher

Decypher is a social enterprise operated by HMS Trust and one of New Zealand's leading providers of interpreting and translation services. We support healthcare providers, government agencies, businesses, non-profit organisations, and communities throughout New Zealand by delivering high-quality language services in more than 60 languages.

With over 25 years' experience in delivering high-quality interpreting and translation services across Aotearoa New Zealand, Decypher has built a strong reputation for supporting effective communication. Our work makes a real difference by promoting inclusion and supporting equitable access to services for people from diverse cultural and linguistic backgrounds.

About the Role

As a Coordinator, you will be responsible for managing interpreting and translation bookings, supporting clients and interpreters, and ensuring services are delivered efficiently and professionally.

You will work closely with our team, clients, and network of interpreters to coordinate face-to-face, telephone, video interpreting and translation assignments while maintaining high service standards. Report to and be supported by our Team Leader.

Key Responsibilities

- Coordinate and schedule interpreting and translation assignments
- Manage bookings, changes, cancellations, and interpreter rosters
- Communicate with clients and interpreters to ensure seamless service delivery
- Monitor service availability and escalate issues when required

- Maintain accurate records and booking information in our Interpreter management systems
- Support quality assurance and continuous improvement initiatives
- Assist with reporting and administrative tasks
- Deliver outstanding customer service face-to-face and through phone and email communication
- Contribute positively to a collaborative and multicultural team environment

About You

We are looking for someone who is:

- Highly organised with excellent attention to detail
- Confident communicating with people from diverse backgrounds
- Customer-focused with a professional and friendly telephone manner
- Able to prioritise competing demands and work in a fast-paced environment
- A strong problem solver who takes initiative
- Comfortable working both independently and as part of a team
- Proficient in Microsoft Office, including Outlook, Word, and Excel
- Experienced in scheduling, administration, coordination, or customer service roles

Why Join Us?

At Decypher, you will:

- Be part of a purpose-driven organisation making a positive social impact
- Work in a supportive and culturally diverse environment
- Contribute to services that help people access healthcare, government, legal, education, and community services
- Join a team that values collaboration, inclusion, professionalism, and continuous learning

- Have opportunities to grow and develop your skills

Qualifications (preferred)

- Relevant diploma or tertiary qualification
- HMS Trust's Community Interpreting Certificate or equivalent

Driver's License:

A current full motor vehicle driver's license is an advantage.

Apply Now

If you are looking for a rewarding role where your coordination, communication, and organisational skills can make a real difference, we would love to hear from you.

To be considered, you must:

- Be eligible to work in New Zealand
- Hold a current New Zealand driver licence
- Pass a pre-employment drug and alcohol test

Please send your CV and cover letter to opportunity@decypher.co.nz

Application close on 15 September 2026.

For questions about the role, please email Divya Anand at divyaa@decypher.co.nz

Be careful

Don't provide your bank or credit card details when applying for jobs.