

Review Your NiCE Schedule Weekly

Please remember to check your NiCE schedule every week once schedules are posted. Make sure you review your full shift, scheduled breaks, lunch times, and any other schedule details ahead of time.

Please do not wait until the day of your shift to review your schedule. If something needs to be corrected, there may not be enough time to make changes before your shift begins.

If you notice any issue with your posted schedule, please email INTscheduling@kellyservices.com as soon as possible so it can be reviewed.

Requesting Leave Through NiCE

If you know you will be unable to work your scheduled shift, please make sure to request leave through NiCE before your shift start time. Emailing or notifying the team does not replace the NiCE leave request.

Requesting leave on time is the only way to help protect your adherence. If you already know your internet, power, schedule, or availability may be affected, please submit the leave request before your shift begins instead of waiting until the issue impacts your work.

Friendly Reminder

Please do not CC or email both teams for the same issue.

Scheduling: INTscheduling@kellyservices.com

All other issues or if unsure: 33UL@kellyservices.com

33UL will route your message if needed.

New Joinee: Welcome to our team !!

Hello Team,

I am thrilled to welcome Angelina Yang to our amazing team!

My name is Shweta, and I am the primary Talent Advisor for T3 and ASL. I want to take a moment to let you know how truly excited we are to have you on board. This is the beginning of an exciting journey, and I look forward to supporting you as you settle in and grow with us.

Once again, welcome—we're so glad you're here!

Best regards,
Shweta R

Shift trade in NiCE

Use Schedules → My Trades → Trade a Schedule when you want to swap a shift or offer it to another interpreter.

Important: Posting a trade does not remove you from the shift. You are still responsible for working it unless another interpreter accepts it and the change is reflected in NiCE.

For urgent same-day situations, request leave through NiCE before your shift begins.

This is Your Why!!

Discover the passion behind your purpose. This is your why!

Our work is more than just interpreting—it's about bridging communities, empowering individuals, and making a difference.

For our first “This Is Your Why” story, we're proud to highlight a powerful sentiment shared by one of our interpreters:

“I chose this job because I have always helped my community, and I am proud of the work that I do. I'm happy to now do it professionally over the phone for the whole country.”

Their words are a beautiful reminder that what we do every day goes far beyond words. As interpreters, we help people connect, understand, access essential services, and feel heard—regardless of language barriers.

The “This Is Your Why” campaign is about reconnecting with the personal reasons that brought us to this profession and celebrating the meaningful impact we make in the communities we serve.

Every call has a purpose. Every conversation can make a difference. And behind every interpretation is a “why.”

💙 Thank you for the important work you do every day!

Stay tuned for more inspiring stories from your peers and discover the many reasons behind

#ThisIsYourWhy.

Kelly Learning Center

As a valued member of our team, you have access to the Kelly Talent Learning Center, where you can expand your skillset, explore new topics, and boost your resume at your own pace! Whether you're looking to polish your professional skills or learn something completely new, this is a fantastic perk designed just for you.

How to Access Your Free Learning Portal:

1. Visit the Portal: Go to **mykelly.com**.
2. Log In or Register:
 - If you already have an account, log in with your credentials.
 - New to the portal? Click "Don't have an account? Sign up" (or hit "Forgot Password"), enter the primary email address you have on file with Kelly Services, and follow the link sent to your inbox to set up your password.
3. Jump In: Once logged in, click Career advice in the top navigation menu and select Learning Center from the drop-down list.

Take advantage of this extra boost for your career journey today! If you have any questions or need help logging in, feel free to reach out.

Happy learning!

Ulliance Support

Free and confidential support available to all interpreters.

Call: 800-448-8326

For personal and emotional well-being. We encourage you to use this resource anytime.

Wrong Answers Only: Interpreter Edition

A little end-of-newsletter chaos, just for fun.

You just finished a 90-minute call.
What is the first thing you do?

Wrong answers only.

Hello? Can
you hear
me?

Surviving
calls, one
wrong
answer
at a time.

Hydrate.
Interpret.
Repeat.

1
I thank my
headset for
surviving
the journey.

2
I dramatically
stare at the wall
like I just came
back from war.

3
I whisper
"we made it"
to my water
bottle.

4
I open NICE
just to make
sure time
still exists.

5 I tell my chair,
"You and I have
been through a
lot today."

6
I pretend I wasn't
emotionally invested
in the call outcome.

7 I take one deep
breath and
suddenly become
a philosopher.

Coffee first.
Interpret
later.

Now it's your turn!

Send us your funniest wrong answer.

Email your answer to: 33UL@kellyservices.com