

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLES: LANGUAGE TRANSLATOR/INTERPRETER (ENGLISH/SPANISH) – SENIOR

BASIC FUNCTION:

Under the direction of the Chief Public Affairs Officer, provides real-time translation and interpretation, both orally and from written correspondence between English and Spanish, and from Spanish to English, for the Office of the Superintendent, Board Meetings, regional outreach campaigns, legal proceedings, hearings, and for other departments and programs of the Santa Clara County Office of Education (SCCOE); incumbents must translate and interpret in a formal, precise, and grammatically correct manner, even when responding to informal oral or written communication.

DISTINGUISHING CHARACTERISTICS:

In the role of a Senior, an incumbent may be required to oversee, guide, organize, and lead the work of individuals within the language translation series; assists in training language translation employees to meet work standards and procedures; assists in developing and promoting a culture of customer service and responsiveness, in support of County Office goals and objectives.

The incumbent is expected to consistently work independently with limited direction in carrying out assigned tasks in a fast-paced environment, which are subject to change into complex and situations, depending on unknown and quickly developing variables. The incumbent must be able to troubleshoot a variety of commonly occurring problems and calmly handle suddenly developing complex situations. The incumbent is also expected to make recommendations for improvement regarding day-to-day operations. This position is designated as staff level.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Provides translation between Spanish and English, and English and Spanish, for the Office of the Superintendent, Board of Education, and other departments and programs of the SCCOE, including at board meetings, legal proceedings and hearings, and other community and district functions in oral and written form, in a formal, precise, and grammatically correct manner, even when responding to informal oral or written communications.

In performing oral translation, interprets and relays the style, tone, and emphasis of the original speaker; produces verbatim translations of formal meetings using idiomatic expressions when appropriate; in performing written translation, proficiently captures the style and tone of the original written material.

Easily transitions between, and accurately translates, informal written documents and formal, complex, technically difficult documents, such as, but not limited to flyers, brochures, complex legal and technical documents; translates and interprets minutes of meetings; proofreads and assures accuracy of translated materials; reviews, edits and revises translations.

Responds to telephone and in-person inquiries, interpreting and explaining words and phrases for proper meaning and appropriateness; solicits feedback and reads nonverbal communication cues to ensure that individuals properly understand the information being translated.

Communicates with staff, administrators, teachers, students, parents, community members, business partners, and others in English and Spanish, in a responsive, courteous, and customer service oriented manner that can be understood by audience members.

Effectively uses translating software programs, when needed or directed, in the course of preparing written translations; uses headphones and microphones during oral translations of meetings and presentations, as necessary; operates standard office equipment including, but not limited to, a desktop computer, calculator, copier, fax machine, and printer.

Assists in organizing the translation work of employees serving as interpreters/translators; assists in training, monitoring, and reviewing the work of interpreter/translator employees; assists in resolving routine and complex interpreter/translator concerns or problems; may review, edit, and proofread the translations of others for accuracy, context, readability, and syntax.

Contacts department/program staff to clarify terms to be translated and to discuss necessary changes.

Contacts external agencies to obtain translating services in other foreign languages as needed.

Researches reference materials as necessary in the course of completing assigned tasks.

Prepares and maintains a variety of reports, records and files related to translation requests and assigned activities including confidential or sensitive information.

Performs a variety of clerical duties in support of assigned activities such as preparing, typing, duplicating and filing materials.

Explains word meaning and phrases and serves as a technical resource to the Supervisor and other County Office of Education personnel.

Attends and participates in workshops, conferences or in-service training programs as assigned, and which may occur beyond the normal work day or work week; drives a vehicle to conduct work.

May assess the translating and interpreting skills of others seeking bilingual or bilingual/biliterate certification.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Grammar, spelling, punctuation, syntax, and idiomatic usage of English and a specified foreign language
Terminology, forms, regulations and policy of the SCCOE

Standard office methods, procedures, and practices including record-keeping, indexing, filing systems, and telephone techniques
Word-processing, spreadsheet, presentation, and publication, and translation software applications
Extensive vocabulary and correct usage, grammar, syntax, spelling and punctuation of English and Spanish.
Telephone techniques and etiquette.
Simultaneous and consecutive interpretation techniques.
Applicable laws, codes and regulations.
County Office of Education organization, operations, regulations, policies and objectives related to position.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Modern office practices, equipment and procedures.
Business letter and report writing, editing and proofreading.
Record keeping and filing techniques.
Interpersonal skills using tact, patience, courtesy and diplomacy.
Operation of a computer and assigned software.
Understanding and appreciation of cultural sensitivity and human diversity.
Operation of interpretation equipment.
Telephone techniques and etiquette.
Basic public relations techniques.

ABILITY TO:

Listen to English and speak, in private and public settings, in Spanish simultaneously
Read and write effectively in idiomatic English and Spanish
Provide oral and written translation services to facilitate communications.
Read, write, translate and interpret English and Spanish.
Translate and interpret documents, forms, letters, notes, reports, presentations and various other correspondence and materials between English and Spanish.
Greet, screen and direct callers and/or visitors.
Answer telephones and operate a telephone system.
Serve as an interpreter for meetings, conferences and other County Office of Education events.
Learn, interpret, apply and explain policies, procedures, rules and regulations.
Edit translated materials and assess interpreting skills of others.
Operate a variety of office equipment, a computer and assigned software.
Work with limited supervision and assume responsibility for accuracy of translations
Plan and organize work assignments
Produce copy ready materials within strict timelines
Operate standard office equipment including, desktop computers, copiers, calculators, printers, and other peripheral equipment
Keyboard/type at a rate for successful job performance and work production expectations and standards
Edit translated written materials and assess interpreting skills of others
Learn translation software applications utilized to prepare translated materials
Demonstrate sensitivity and patience to limited English speaking students, parents, and community groups
Follow ethical codes that protect the confidentiality of information
Establish cooperative relationships with those contacted in the course of assigned duties
Attend Board meetings, evening events, and weekend functions

Understand and follow oral and written instructions.
Plan and organize work.
Work independently with discretion.
Meet schedules and timelines.
Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor’s degree in English, Communications, or Spanish, the designated foreign language for this position and three years of experience in composing, editing, and translating written materials, in English and Spanish, for widespread dissemination or publication. Successful completion of a specialized certificate program in interpretation and translation may be substituted for one year of experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California Driver's License.
A driving record that meets the insurance requirements of the County Office of Education.
Incumbents must be proficient in English and Spanish and pass an oral and written proficiency test in Spanish.
Because bilingual/biliterate skills and abilities are an integral part of this job class, incumbents do not qualify for any bilingual or biliterate skill differentials.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are performed in an office environment while sitting at a desk operating a computer terminal, SCCOE Board Meetings, and community-based environments. Incumbents are subject to extensive public contact with program staff, external agencies, and other individuals seeking assistance with bilingual skill services.

PHYSICAL DEMANDS:

Physical and mental stamina sufficient to consecutively and simultaneously interpret speech and materials at Board meetings and community and district functions; seeing to read fine print; hearing and speaking to exchange information; use hands and fingers to operate desktop computer keyboard or other office equipment, reach with hands and arms, stoop, kneel, or crouch to file, speak clearly and distinctly to answer telephones and to provide information to individuals and groups.

Approved by the Personnel Commission: August 17, 2016



Kristin Olson
Director-Classified Personnel Services

Date: 08/17/2016