



Job Title: District Language Interpreter

Department: Title III/ELD

Reports To: Executive Director of Language and Cultural Services

Grade: CA-14

Number of Days: 12 Months

Security Access: Enrollment Center

Current Date: July 18, 2017

Overtime Status: Non-Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life.

Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary: To facilitate, provide, and support language assistance services for Limited English Proficient persons in the district

Minimum Qualifications:

- Associates degree; Bachelors' degree preferred

- Interpreter and translator certification in English and target language.
- Minimum of three years of experience in providing interpretation and translation services.

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Provide interpretation and translation services.
- Receive and schedule requests for language assistance services.
- Maintain records of language assistance services provided.
- Maintain district list of staff approved to provide language assistance services.
- Maintain records of interpreter and translator testing and scores.
- Design annual online training for all staff in compliance with the Office of Civil Rights requirements.
- Design annual online training for all continuing interpreters in compliance with the Office of Civil Rights requirements.
- Design and administer interpreter and translator language competency testing.
- Design and present training to all approved interpreters and translators on the role, responsibilities, and requirements of interpreters and translators.
- Design and present training to all district staff interested in improving their Spanish language competency.
- Design and present training to all approved interpreters on the nuances of technical terminology and educational frameworks, specifically that of Special Education.
- Maintain records of all trainings and attendance.
- Coordinate implementation and scheduling of contractor services for interpretation and translation.
- Draft internal and external communications and memos regarding training opportunities and events.
- Act as the primary point of contact for contract language services.
- Collaborate with community providers to develop additional language assistance resources and recruit volunteers.
- Receive and effectively resolve concerns or complaints related to the Office of Civil Rights resolution agreement regarding language assistance services.
- Review internal and external translations for quality assurance.
- Provide information to departments as requested regarding language group size by various demographics as noted in PowerSchool.
- Regularly review and ensure accuracy of language assistance data in PowerSchool is accurate.
- Provide quick turn-around on high-priority requests for translation and interpretation as needed.
- Maintain inventory of interpretation equipment.
- Manage online district translation resources.
- Design and present training to staff on how to use and access online district translation resources.
- Design and train staff on how to use Language Line to access phone interpretation.
- Maintain inventory of interpretation signage and feedback postcards.
- Enter and maintain feedback data in survey tool for annual evaluation report to the Office of Civil Rights.
- Compile data and complete annual evaluation report for language assistance services.

- Review contractor invoices for billing accuracies.
- Deliver and pick-up interpretation equipment to school sites as needed.
- Prioritize translation projects to complete internally or submit to contractors to meet timeline requirements.
- Receive and route or address incoming Spanish-speaking phone calls from the district's phone number.
- Translate and record district and school robo-calls as requested.
- Provide interpretation for student testing as requested.
- Coordinate with Spanish media and attend live events to provide interpretation for district staff as needed.
- Instruct staff on how to complete necessary forms and information to request language assistance services.
- Receive Spanish-speaking phone calls from district employees regarding various situations or concerns.
- Receive Spanish-speaking phone calls from parents and community members regarding district or school inquiries and concerns.
- Provide exceptional customer service to internal and external stakeholders.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Bilingual in English and target language, with familiarity of language dialects, registers, idioms, and slang.
- Ability to provide simultaneous and consecutive language interpretation.
- Ability to translate varied documents of simple to complex terminology.
- Strong public speaking and presentation skills.
- Knowledge of legal regulations and the role of an interpreter/translator.
- Strong linguistic and cultural communication skills.
- Understanding of adult learning theory.
- Ability to handle and mediate conflict within multicultural contexts professionally.
- Ability to follow multi-step directions and complete tasks efficiently.
- Possess knowledge of office equipment.
- Possess good organizational skills.
- Ability to perform various tasks and work with parents, administrators, teachers, other staff, and community members.
- Ability to work under pressure and be flexible.
- Ability to be responsive to school personnel, parents, and other representatives of the community.
- Communicate effectively with school personnel, parents, contracted service providers, and the community.

Supervisory Responsibility:

- Provide evaluation feedback on the interpretation/translation skills of district/school staff and volunteers.

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email, being able to sit for long periods of time without a break, etc.
- Must be mobile in order to attend events and meetings outside of regular work hours

- Normal effort of occasional periods of light physical activity

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