

STAFF ASSISTANT (BILINGUAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, an incumbent of this class is responsible for providing translation and interpreting services to county departments and agencies in English and Spanish. This position is used in multiple county departments providing specific support depending on assignment. Incumbents also perform administrative support functions for staff in their unit, performing various functions. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in the Spanish and English languages;

Maintains confidential records and files;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed;

When assigned to EEO:

Translates materials, for all county departments, into the Spanish language for distribution to the Hispanic/Latino community including handouts, flyers, brochures, posters, public information materials, etc., to ensure clear and understandable communication of information;

Translates public service announcements for distribution to local radio and cable TV stations;

Proofreads documents for accuracy, grammar, spelling, etc.;

Maintains records of interpreting/translating activities;

Conducts intake sessions with individuals wishing to file a complaint with the EEO/Affirmative Action Office, gathering pertinent information to determine if the complaint falls under the purview of the office;

Assists in resolving problems that may arise during the initial stages of the EEO complaint procedure;

Provides administrative support to the EEO Coordinator and other staff in the office including, but not limited to compiling and evaluating statistical data, assisting with preparation of various EEO and other reports and documents; assisting with the recruitment and training of EEO counselors and investigators, assisting with the financial disclosure process, etc.;

May assist the EEO Coordinator with the compilation, writing and on-going update of EEO policies and procedures;

EXAMPLES OF WORK: (Illustrative only) (Cont'd)

Researches and compiles information from various sources in areas such as departmental services, county services available to citizens, new initiatives, etc., for inclusion in a periodic newsletter targeted to the Spanish-speaking community;

May assist in the preparation of survey questionnaires to be used in telephone, mail, internet, and/or person-to-person surveys to gather feedback from the Spanish-speaking community regarding county programs and services;

When assigned to the Human Resources Examinations Unit:

Conducts Spanish-language proficiency testing for applicants for Spanish-speaking positions, determining level of proficiency;

Schedules candidates for proficiency testing for Continuous Recruitment exams, periodic exams, and on an as-needed basis to facilitate recruitment of qualified candidates;

Evaluates and scores test results in accordance with New York State Department of Civil Service procedures and guidelines;

Updates applicant and examination data in the exams system to expedite the appointment of passing candidates from civil service eligible lists;

Evaluates qualifications of candidates to determine eligibility for appointment to vacant positions or admission to civil service examinations;

Performs support functions related to the administration of civil service examinations including list establishment, list certification, etc., in an automated system;

Monitors the preparation of eligible lists and appropriate certification of these lists to departments for appointments in accordance with Civil Service law and rules;

Reviews and monitors the scoring and rating of examinations and performance tests for accuracy and timeliness;

Performs the canvassing of civil service lists and appointment procedures in accordance with Civil Service law, County rules and regulations and administrative policies and procedures;

When assigned to the District Attorney's office:

Prepares translated transcriptions from recordings;

Provides interpreting and translation support as needed to assist the office staff;

EXAMPLES OF WORK: (Illustrative only) (Cont'd)

Translates both written and verbal communication from English to Spanish, and Spanish to English;

Provides interpretations as required by phone conferences and in-person interviews;

Renders court testimony on translations and interpretations performed;

Proofreads translations and provides feedback on same.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the vocabulary, grammar and dialectology of English and Spanish; knowledge of the theory, methods, techniques, ethics and standards of interpreting/translating; knowledge of interviewing techniques; knowledge of EEO policies and procedures; ability to translate verbal communications, forms, letters, brochures, booklets, and other documents from English into Spanish and Spanish into English; ability to translate transcriptions from recordings; ability to research and collect information and data; ability to read, write, translate and listen to the Spanish language at a level sufficient to pass a Spanish language proficiency test; ability to communicate clearly and effectively, both orally and in writing, in both the Spanish and English languages; ability to render court testimony on translations and interpretations performed; ability to prepare reports and maintain records and files; ability to establish and maintain effective working relationships; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; thoroughness; accuracy; courtesy; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and one year of experience for which a primary focus of the position was translation, transcription or interpretation services from both oral and written materials from English into Spanish and Spanish into English.

NOTES: 1.) An equivalent amount of verifiable volunteer experience will be accepted in place of the paid experience stated above. 2.) When hired for the District Attorney's office, Court Interpretation Certification is preferred.

SPECIAL REQUIREMENTS: 1.) Candidates will be required to pass a Level 3 Spanish Language proficiency exam. 2.) Candidates must possess and maintain a valid New York State driver's license while in the title.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.