



## Career Service Authority Interpreter Coordinator

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### **GENERAL STATEMENT OF CLASS DUTIES**

Coordinates and leads the work of a language interpreter office, provides accurate and clear interpretation services between English and the target (foreign) language. Monitors and manages the work of contract interpreters, interprets for the court, and ensures documents are translated.

### **DISTINGUISHING CHARACTERISTICS**

This class coordinates the work of a language interpreter office, monitors the work of contract interpreters, interprets for the court, and ensures documents are translated. The Interpreter Coordinator is distinguished from a Court Interpreter that performs full performance interpreting work for Denver County Court including administrative tasks as assigned.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Performs lead work.

**ESSENTIAL DUTIES**

Coordinates and leads the work of a language interpreter office, provides accurate and clear interpretation services between English and the target (foreign) language. Monitors and manages the work of contract interpreters, interprets for the court, and ensures documents are translated.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Assists in developing, recommending, and coordinating the implementation of new procedures for the assigned functions or unit. Maintains reference materials.

Reviews and approves bills for payment of contract interpreter services.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Develops of the performance enhancement plan, documents performance, provides performance feedback, and evaluates the work of the employee.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

**Integrity/honesty** - Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

**Customer Service** - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

**Flexibility** - Adapts quickly to changes.

**Leadership** - Interacts with others to influence, motivate, and challenge them.

**Self-Management** - Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

**Teaches Others** - Helps others learn; identifies training needs; provides constructive reinforcement; coaches others on how to perform tasks; acts as a mentor.

**Technical Competence** - Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Knowledge of supervisory theories and methods sufficient to be able to perform lead work.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object up to 10 pounds.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

### ***Working Environment:***

Pressure due to multiple calls and inquiries.

Handles absentee replacement on short notice.

Subject to many interruptions.

### ***Education Requirement:***

Graduation from high school or the possession of a GED Certificate.

***Experience Requirement:***

Three years of experience working in a professional capacity as an interpreter with Non-English speaking persons.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may substitute for the minimum education and experience requirement.

***Licensure and/or Certification:***

Possession of a Certified Interpreter credential issued by Denver County Court, the Administrative Office of the U.S. Court, the National Association of Judiciary Interpreters and Translators, or the Consortium at the time application. Certification must be maintained for the Colorado Court Interpreter Program.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 11/09/2008

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY***

Revision of Interpreter Coordinator spec format and occupational group.  
12/2006 – Revised and updated the class specification. Changed the education and experience requirements to mirror the State of Colorado – Judicial Branch requirements.  
11/08 – Changed the FMLA status to exempt (under the administrative exemption). The General Statement of Class Duties was modified to better support the exempt status of the class.