General Statement of Duties

Provides full performance level interpreting services for the deaf, training in deaf awareness, advice on deaf access issues and information and referral to the hearing and the deaf communities.

Distinguishing Characteristics

This is a one-of-a-kind class.

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 & 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 Communication & Purpose

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised

May perform lead work over contract or temporary employees.

Essential Duties

Provides interpreting services for deaf people.

Advises City agencies on access needs for the deaf and hard-of-hearing.

Trains City workers and others in deafness and deaf culture.

Represents the City on Committees and task forces addressing the needs of the deaf and the hard-of-hearing.

Advocates for and assists the deaf community in securing access to City services and programs.
Provides information and referral about deaf and hearing services and issues to City employees and citizens.

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.

**Competencies**

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; 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 & Skills**

Knowledge of deaf awareness issues sufficient to be able to advise others of deaf access, needs and referral programs.

Skill in interpreting and performing sign language.

Skill in advocating assistance for the deaf community.

**Education Requirement**

Bachelor’s Degree in Human Services, Social Work, Psychology or a related field.

**Experience Requirement**

Three (3) years of experience in a wide variety of settings providing interpreting services to the deaf community.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Possession of a Comprehensive Skills Certificate (CSC); or a Certificate of Interpretation (CI) AND a Certificate of Transliteration (CT), plus the hours of required legal skills training, at the time of application.

By position, a Specialist Certificate: Legal (SC:L) from the Registry of Interpreters for the Deaf may be a requirement.

Licenses and certifications must be kept current as a condition of employment.
**Working Environment**

Near Acuity  ability to see clearly at 20 inches or less.
Depth Perception  ability to judge distance and space relationships.
Field of Vision  Ability to see peripherally.
Accommodation  ability to adjust vision to bring objects into focus.
Memorization
Oral Comprehension
Spatial Orientation
Written Comprehension
Subject to varying and unpredictable situations.
Makes home visits.
Pressure due to multiple calls and inquiries.
Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- 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.
- Repetitive motions: making frequent movements with a part of body.
- Eye/hand/foot coordination: performing work through using two or more.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Employment Verification
Education Check
By position, Motor Vehicle Record
Licenses/Certification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
Class Detail

Pay Grade: A-619
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: