General Statement of Duties

Provides full performance level sign language interpreting services for Denver government programs, services, and events; handles all aspects of scheduling interpreters and Communication Access Real-Time Translation (CART) providers; provides training to City employees on Deaf community, language, culture, and/or role of the interpreter/CART provider; assists with outreach to the Deaf, DeafBlind, and hard of hearing communities; provides information, and referral to City employees and the hearing and deaf public.

Distinguishing Characteristics

The Interpreter Sign Language classification is distinguished from other interpreter classifications by the specific type of interpretation requiring sign language fluency under Title II of the Americans with Disabilities Act to provide access to the Deaf, DeafBlind, and hard of hearing public.

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 general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

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

Level of Supervision Exercised

By position, performs lead work over contract or temporary employees.

Essential Duties

Provides sign language interpreting services for Denver government programs, services, and events and provides related consultation and service referrals to city employees and the community.

Coordinates scheduling interpreters and Communication Access Real-time Translation (CART) providers for Denver government requests.
Facilitates training to educate city employees on deaf community, culture, language, and the role of the interpreter or CART provider.

Serves as a liaison and coordinates outreach for services available to the Deaf, DeafBlind, and hard of hearing communities.

Engages and collaborates with city employees and the deaf and hearing public.

Performs other related duties as assigned.

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.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**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 issues, programs and services concerning people who are Deaf, DeafBlind, or hard of hearing sufficient to be able to advise others on problem resolution options and provide resources and referrals.

Skill in sign language interpreting in a variety of settings, including interpreting City materials into American Sign Language (ASL)

Ability to use social media platforms to obtain or deliver information.

Skill in utilizing computer software to accomplish a variety of tasks.

### Education Requirement

Bachelor’s Degree.

### Experience Requirement

One (1) year 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**

Requires a valid Driver’s License at the time of application.

By position, possession of current certification issued by the Registry of Interpreters for the Deaf.

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

**Working Environment**

Subject to varying and unpredictable situations.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to traffic, roadways, and pedestrians.
Potential exposure to unpleasant elements (accidents, injuries, and illnesses).

**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
- 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: