

COURT INTERPRETER SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Court Interpreter Supervisor is responsible for supervising and coordinating the day-to-day activities of Court Interpreters and contract interpreters. Specific duties include: conducting evaluation of interpreter competency performance evaluations of subordinate personnel; providing direction in the use of the Spanish language to court employees who participate in the bilingual compensation program; counseling, training, setting goals, and providing direction to court interpreters; prioritizing work for personnel by considering workload in light of staff capabilities; establishing work and job rotation schedules for Court Interpreters and contract employees to ensure adequate coverage; reviewing and reconciling contract interpreter invoices for payment (IFP); assisting in the design and administration of the interpreter testing; gathering data and preparing reports on the work performed by the interpreters, and projections of future interpreter needs; making recommendations of hire of new interpreters; recommending procedural changes; and assisting with the design and implementation of new policies. This class is responsible for performing related duties as required.

Distinguishing Features: The Court Interpreter Supervisor is distinguished from the Deputy Court Administrator by the former's responsibility for supervising the day-to-day operation and activities of interpreters. This class handles and resolves problems or complaints referred by interpreter staff, and may perform the major tasks of subordinate staff on a temporary basis during heavy workload demands. An employee in this class may be required to work holidays and weekends as workload dictates. The pay structure recognizes the interpreting skills and knowledge required of this position; therefore, the Court Interpreter Supervisor will not be eligible to receive the added compensation as applied to the City's Bilingual Compensation Program. A Court Interpreter Supervisor reports to the Deputy Court Administrator for Court Services who reviews work through meetings, reports, and conferences. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Extensive (5+ years) professional court interpreter experience providing English to Spanish and Spanish to English translating and court interpreting services. Good (1 - 3 years) experience in a lead or supervisory capacity or a minimum of one year with the City of Mesa as a Court Interpreter.

Special Requirements. Must pass or have passed the Mesa Municipal Court's interpreting proficiency examination. Federal court certification, Arizona Court Interpreter Certification or a State Consortium certification as a Court Interpreter may be accepted in lieu of the above. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. None.

Preferred/Desirable Qualification. Graduation from an accredited college or university with a Bachelor's Degree in Spanish, Linguistics or a related field.

ESSENTIAL FUNCTIONS

Communication: Accurately performs simultaneous and consecutive translation of English into Spanish during court proceedings as needed. Maintains excellent customer service skills and remains objective in dealing with irate, emotional, and sometimes difficult people. Communicates court policies and procedures to the general public. Prepares written legal documents, letters, reports, minutes, memos, and other correspondence in both English and Spanish. Recommends procedural changes and assists with the design and implementation of new policies. Prepares memos and letters to other employees, management, and the general public. Trains Court Interpreters on policies and procedures (i.e., general courtroom procedures, computerized records system usage, and problems that may occur). Resolves problems or complaints referred by subordinate staff. Prepares periodic and special reports regarding interpreter activities.

Manual/Physical: Reviews court documents to assist the general public, City Magistrates, and Court Services Specialists in the courtroom to ensure efficient operations. Enters data into and operates a personal computer (PC) to update the court system, and prepare and generate legal documents, reports, and other documents. Reads and writes the Spanish and English languages. Operates a variety of standard office equipment such as a PC, telephone, calculator, and printer in order to acquire, process, and disseminate information. Meets scheduling and attendance requirements.

Mental: Comprehends and makes inferences from written material, such as rules of court, state, and federal laws and regulations to determine appropriate actions. Assigns and prioritizes work to subordinate staff by determining work priorities and considering work flow patterns and current workload in light of staff capabilities. Establishes work and job rotation schedules for interpreters and contract employees to ensure that defendants of all languages will be assisted in court. Promotes team interaction to resolve issues among staff. Proactively implements policies and procedures. Evaluates the performance of subordinate employees by monitoring overall work flow, spot-checking work completed for volume, accuracy, and timeliness, and reviewing problems or complaints. Evaluates employees participating in the City's bilingual compensation program. Reviews and reconciles contract interpreter invoices. Resolves problems or complaints referred by subordinate staff.

Knowledge and Abilities:

Knowledge of:

the Spanish language with demonstrated proficiency in proper, regional, and idiomatic usages;
the techniques of concurrent, literal interpretation, and translation;
courtroom practices and operations;
team concepts within a continuous improvement environment; and
basic principles and practices of supervision including training and performance evaluation of subordinate personnel.

Ability to:

accurately perform simultaneous translation of English into Spanish and Spanish into English during court proceedings as needed;
understand court procedures and processes to ensure accurate information is provided to the public;
interpret City policies, procedures, and regulations;
maintain excellent customer services skills, adapt to changing work situations, and remain objective in dealing with irate, emotional, and sometimes difficult circumstances;
read and write Spanish, and translate correspondence as needed;
develop team interaction;
facilitate continuous quality improvement teams;
develop measurement tools to evaluate work performance; and
establish and maintain effective and working relationships with management, coworkers, and City officials.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 10/16

NF/rb/co

CS4282.DOCX

EEO-Prof

JOB FCTN-ADM

INCREMENTS 81-200

PAY GRADE: 48

IND-9410

SWORN-No