



Interpreter Services Manager

Class Code:
4926

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Jul 3, 2008
Revision Date: Dec 26, 2008

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction, to plan, to assign, to manage, to review, to evaluate the staff and activities of the interpretive program; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

This single class management-level position is assigned to the Interpreter's Office and reports to the Bureau Chief II. The Interpreter Services Manager develops, recommends and implements the interpretive program's goals and objectives, policies and procedures, and standards. The Interpreter Services Manager is distinguished from the higher-level class of Bureau Chief II in that the latter plans, organizes, coordinates, directs and reviews the day-to-day operations of some divisions of multiple court locations and participates in long-range planning. This position can be distinguished from the lower-level class of Interpreter in that the Interpreter performs consecutive and simultaneous interpretation of courtroom proceedings and other related interpreting services as needed.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Develops, recommends and implements interpretive program's goals, objectives, policies, procedures and standards; monitors and evaluates the effectiveness of the Interpreter Services Program.
2. Supervises, assigns, reviews and evaluates the work of interpreters and support staff; conducts performance reviews and evaluations; maintains performance and disciplinary standards, and

training of staff; approves or denies leave requests while maintaining adequate staffing levels; participates in employee selection; provides direction and training in work-related procedures; and coordinates staff development.

3. Provides technical support and instruction to interpreters on details of the job.
4. Coordinates and schedules interpreter assignments, enabling the court to perform its judicial functions; tracks, evaluates and ensures the coordination of cross-court assignments; ensures and maintains proper documentation for all court interpreters; maintains statistical data regarding usage of interpreters and makes recommendations regarding the staffing needs based on the court's needs.
5. Responds to inquiries and/or complaints from bench officers, Executive Office and Administrative Office of the Courts; and serves as staff liaison to judicial officers and managers.
6. Monitors current and proposed federal, state and local legislation regarding interpretive service requirements.
7. Serves as a liaison with Region (made up of courts from 13 counties) and local coordinators regarding evaluating impact of changes in legislation and/or MOU; discusses problems; develops alternative strategies; and seeks and provides leads with respect to interpreters of rare languages.
8. Identifies and implements information technology strategies to expedite the deployment and delivery of interpreter services.
9. Enters data regarding interpreter's assignment into statewide data system; prepares operational reports and generates mandated reports to Administrative Office of the Courts and California Federation of Interpreters.
10. Participates in labor relation activities pertaining to interpreter classifications.
11. May perform verbatim simultaneous and consecutive interpretation from English to a different language and vice versa for non-English speaking defendants, witnesses and others who need interpretation services on an as needed basis.
12. Performs translation of short documents, such as signs or procedural information for use by interpreters in the performance of their courtroom or court-related duties.
13. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

The equivalent of four years of court interpreting experience and at least two years of lead experience that includes working with a Interpreter Services Program, assigning workloads or

developing, implementing and evaluating program services in a court or legal environment.

Required Certification:

Must possess and maintain a current Court Interpreter Certificate issued by the Judicial Council of California.

KNOWLEDGE AND ABILITIES:

Knowledge of principles and practices of personnel training, supervision, evaluation and management; records management principles and practices; modern business office practices, procedures, and technology; ethical standards of the interpreter profession; guidelines and protocol for courtroom interpreting; principles and practices of court operation; state requirements and procedures for interpreter certification.

Ability to develop, recommend and implement interpretive program's goals, objectives, policies, procedures and standards; plan, assign, review and supervise the work of others; identify problems; recommend and implement solutions; compile, analyze, evaluate and prepare statistical data and reports related to court interpreter services; analyze, interpret, explain and apply current and proposed Federal, State and Local legislation regarding interpretive services requirements; recruit, interview and train court interpreters; establish and maintain working relationships with judicial officers, management, staff and others in contact with during the course of work; communicate effectively both orally and in writing; work independently; and exercise sound judgment.

CLASSIFICATION HISTORY:

Date established: 07/03/08