



TRANSLATION & INTERPRETATION SERVICES MANAGER

BASIC FUNCTION

Under general direction, manage staff, vendors and limited term employees and centralized programs which provide oral interpretation and written translation services for students and families, school sites and District departments in both the home language and English; oversee staff, vendors, and limited term employees who serve as an interpreter for a variety of meetings, workshops, conferences and special events.

REPRESENTATIVE DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Work with school leadership to coordinate and schedule translation and interpretation services as needed to serve students and families. “E”
- Assign, monitor and schedule assignments to provide interpretation and translation services to facilitate school-to-home communications between families and schools, including contacting parents and caregivers by telephone and responding to specified language dedicated telephone lines. “E”
- Manage and schedule assignments to assist school personnel with student and family communications by providing interpretation and translation services during home visits. “E”
- Designate staff to and provide interpretation and translation services for a variety of meetings, workshops, conferences and special events for District personnel, parents and students; produce idiomatic written translations considering the type of material and reader viewpoints; determine most accurate meanings and make corrections as needed. “E”
- Manage staff in and provide written translation of correspondence, forms, district communications and other instructional and education materials into specified second languages. “E”
- Provide direction, supervision, training, and guidance to assigned staff on professional translation and interpretation standards; assign, schedule and evaluate staff work product and job performance. “E”
- Review staff work product and content to ensure quality, accuracy and consistency in proofreading of translations and interpretation for school leaders, teachers, students, families and central office. Including appropriate use of technical terms and terminology. “E”
- Set up and maintain a variety of records and prepare reports, such as timekeeping, purchasing, contracting, budget and similar documents. “E”
- Oversee contractors who perform specialized and/or less-common language translation services on behalf of the district; train and evaluate contractors to ensure knowledge of educational terminology, practices and culture. “E”
- Evaluate job performance of all staff, vendors and limited employees in written and oral translation and interpretation; communicate regularly with school leaders, educators on job performance and quality of translations and interpretations. “E”
- Oversee staff in the simultaneous and/or consecutive interpretation services translations into specified languages, maintaining message content context and style in district meeting such as Individualized Educational Plan (IEP) meetings, parent conferences, and other student centered activities and meetings; assist communication and support to in-district departments. “E”
- Designate staff to translate messages for the Auto Dialer and Rapid Broadcast, voice-over narration and recorded communications for district audio and video to distribute to families using established protocols. “E”

- Engage in strategic planning with other district offices and schools to plan for and meet growing translation and interpretation needs for PPS. “E”
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy, Equity in Public Purchasing and Contracting and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend, implement and communicate improvements to school and business practices with awareness and understanding of their impact in a racially and culturally diverse community. “E”
- Participate in the development and delivery of training materials; represent the District in meetings, workshops, conferences and professional activities. “E”
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS OF THE CLASS

The Translation & Interpretation Services Manager provides guidance, direction, and oversight to staff in and prepare District-wide and school specific written translations of educational and organizational materials for use by District department and school site personnel, parents and the public in a language other than English. Employees in this classification assign staff to and provide simultaneous interpretation services for a wide variety of District and school site meetings, conferences and workshops. Employees in this classification also work in school settings with students, teachers, families and in the translation and interpretation of highly confidential information in accordance with state and federal student privacy and education laws.

EMPLOYMENT STANDARDS

Knowledge of:

Principles of employee management, development, motivation supervision and training.

Knowledge of cultures and languages other than English.

Structure and content of the English language, including the meaning of words, rules of composition, vocabulary and correct usage, grammar, syntax, spelling and punctuation of English and a designated second language.

Correct oral and written usage of English and a designated second language.

Simultaneous and consecutive interpretation techniques.

Operation of translation equipment such as headphones and microphones.

Operation of standard office equipment including a computer and assigned software.

General office procedures, equipment and technologies.

Record-keeping and report preparation techniques.

Microsoft Office suite software, including database, presentation, word processing and spreadsheet applications.

Interpersonal skills using, tact, patience and courtesy.

Oral and written communication skills and techniques.

Ability to:

Lead, supervise, train, assign and provide work direction and guidance to assigned staff.

Work with a variety of staff, contractors and stakeholders to ensure professional and appropriate District-wide written and oral translations.

Supervise, plan, direct and evaluate the work of others.

Assure efficient and timely delivery of program services, projects and activities.

Read, translate and interpret English and a specified language.

Serve as an interpreter for a variety of District-wide meetings, workshops, conferences and special events.

Read, review and edit translations.

Communicate effectively both orally and in writing.

Travel to and between District schools and offices to conduct work.

Work on multiple projects at one time with constantly changing priorities and deadlines.

Operate translation equipment such as headphones and microphones.

Interpret, apply and explain policies, procedures, rules and regulations related to assigned activities.
Operate a variety of office equipment, computers, language translation equipment, software and technologies.
Learn and apply a variety of software programs such as Synergy, Acrobat Pro, and other new and evolving software packages.
Work collaboratively, establish and maintain cooperative and effective working relationships and problem solve with school leaders, teachers, parents and students to achieve educational goals.
Work independently with little direction.
Understand and follow oral and written instructions.
Meet schedules and timelines.
Maintain records and files.
Maintain confidentiality of sensitive and privileged information.
Advocate, model, implement and communicate Portland Public School's Racial Educational Equity Initiative and other board policies.

Education, Training and Experience:

Any combination of education, training and experience equivalent to a Bachelor degree in English, Spanish, Russian, Vietnamese, Somali, Chinese, Swahili/Kirundi or related language and a minimum of two (2) years of experience performing professional-level oral and written interpretation and translation services in English and one of the six (6) identified languages is required. Demonstrated proficiency in written and spoken English and one of the six (6) identified languages is required.

A minimum of two (2) years of experience at a supervisory level, overseeing a department's programs, functions and activities.

Any other combination of education, training and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

Special Requirements:

Positions in this classification require the use of a personal automobile and possession of a valid driver's license.

Work hours will include irregular hours, evening and weekend activities and meetings, district, school and student functions, and to receive, translate and transmit Rapid Broadcast messages under special or emerging conditions.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in both a standard business office and school site locations with occasional home site visits, with extensive student, parent and public contact and frequent interruptions. Employees routinely drive to and between schools and offices to conduct work. Work hours may occasionally include irregular hours, evening and weekend activities, meetings and district, school and student functions.

Hazards: Potential conflict situations.

Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office, drive between schools and district offices; dexterity of hands and fingers to operate a computer keyboard and other technologies and office equipment; sitting, for extended periods of time; kneeling, bending at the waist; lifting, pushing, pulling and carrying equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare, edit and assure the accuracy of written communications.

Salary Grade: 27

Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society.

The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.

Board of Education Policy 1.80.020-P