Job Description

Job Title:	Interpreter/Translator	Classification:	Unclassified
Department:	Health	Grade:	555
Occupational Group:	N/A	FLSA:	Non-Exempt
Status:	Part-Time	Supervisory:	No

Primary Purpose

Under general supervision; interprets and translates data for participants with English language limitations to facilitate participation and understanding of the Women, Infants, and Children's (WIC) program eligibility and benefits.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Performs interpreting/translating services of oral and/or written communications between English and a designated second language(s) in a variety of settings, as directed by the WIC Coordinator.
2. Provides interpreting/translating services for participant employees and other individuals for meetings, interviews, telephone calls, etc., including one-to-one and in group settings.
3. Interprets information for participants and staff in the completion of their duties to collect and interpret data to establish program eligibility.
4. Prepares written translations of instructional and educational materials, correspondence, and forms from one language to another, when appropriate, for use by the participant and staff.
5. Translates, orally or in writing, documents presented by participants, staff, and other individuals.
6. Reviews translated materials for accuracy of meaning, grammar, and syntax.
7. Answers inquiries from participants, community agencies, and individuals; interprets and explains words and phrases for meaning and appropriateness.
8. Contributes effectively to the Health Department; communicates effectively with co-workers, both within Health as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
9. Maintains the confidentiality of participants, files, records, and reports as required by law, City policy, and procedures.

Other Duties

- Ensures program integrity.
- Performs other duties as assigned, including various clerical duties.

Minimum Qualifications

Knowledge of: Principles and techniques of effective verbal and written communication in the English language; grammar, spelling, and punctuation in multiple languages; methods of compiling, organizing, and analyzing data; general office practices, procedures, and equipment; Windows Explorer; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with medical professionals, WIC and other health program participants, and the public; communicating effectively with participants, employees, and the general public including those with varied socioeconomic, cultural, and language barriers; translating spoken and written information effectively in two or more languages, one must be the English language; Windows Explorer; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: One year of experience in interpretation and translation of the English language and a required second language. Supplemental education and certifications may be substituted for the experience depending upon the candidate's overall qualifications.

Licenses and Certifications: Translation certifications are preferred but not required**.**

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must complete initial and annual training requirements as established by the State and the local agency.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	