

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Interpreting Services Lead Technician

Unit: Office Technical

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Job Code: J1116
Original Date: 01/1991
Last Revision: 07/2011
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 23

DEFINITION

Under the direction of the Interpreting Services Supervisor or other assigned manager, coordinate, schedule and provide work direction and guidance to sign language interpreters and speech-to-text service providers for deaf and hard-of-hearing students, conforming to specific and/or personal service provider qualifications, expertise, and limitations; communicate in American Sign Language (ASL) with students and others as necessary.

EXAMPLES OF DUTIES

1. Coordinate and maintain the District Master Schedule of services in compliance with District policies and procedures. Schedule assignments matching the qualifications of speech-to-text service providers or interpreters. Assess and categorize requests made based on ADA requirements. Communicate assignment details, special circumstances, and situations as well as schedule changes and work related information to service providers.
2. Identify and refer issues, conflicts and policy infractions to the supervisor for follow up. Regularly communicates with DSPS counselors, service providers, and students regarding scheduling issues and concerns.
3. Coordinate with outside agencies to fill remaining service requests and communicate expectations for their service providers.
4. Compile, prepare, arrange, and analyze data for reports, technical research, and special studies. Develop and maintain documents and forms. Collect and verify payroll, invoices, and other required reporting. Assist with reports and projects. Participate in meetings when appropriate.
5. Train and provide work direction and guidance to assigned service providers. Coordinate, provide, and schedule in-service training workshops to support staff.
6. Act as liaison between instructors, students, staff, service providers, and agencies. Provide technical assistance to students, faculty, staff, and the public regarding the interpreting services program and related issues.
7. Determine strategies for organizing and disseminating information.
8. Develop and maintain materials for interpreter skill development and American Sign Language instructional library. Assist in recruitment and evaluation of service providers.
9. Operate computer applications for word processing, scheduling, and spreadsheets.
10. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- American Sign Language, including special signs used in the educational field.
- Basic familiarity with various subject matter taught by community colleges.
- Computer applications and operation for word processing, scheduling, and spreadsheets.

District Human Resources, DSPS and ISO policies and procedures.
DSPS priority guidelines in assigning service providers to classes.
English usage, grammar, spelling, punctuation, and vocabulary.
Evaluation techniques used in classifying interpreters.
Modern office practices, procedures, and equipment.
Principles and practices of work direction and training.
Record-keeping techniques.
Role of interpreter in an educational setting, including proper ethical conduct.
Values, behaviors, and language of the American Deaf Culture.

Skills and Abilities:

Advanced computer skills including work with web-based applications.
Analyze situations accurately and adopt an effective course of action.
Assess scheduling factors including the complexity of the subject area, location and type of class, skills level and availability of service providers.
Communicate effectively with others.
Comply with DSPS priority guidelines in assigning service providers to classes.
Coordinate schedules of interpreters.
Establish and maintain effective working relationships with others.
Evaluate and critique the work of interpreters.
Familiarity with local geography/surrounding areas to provide estimated timelines for service providers' to arrive and depart from assignments.
Identify potential conflicts of interest.
Maintain and comply with department standards (DSPS priority guidelines, ADA, HR, ISO policies).
Maintain effective and efficient daily schedule with consistent awareness of service providers' physical needs and health concerns as well as personal conflicts.
Maintain records and prepare reports.
Modern office practices, procedures, and equipment.
Meet schedules and time lines.
Operation of computer applications including word processing, scheduling, and spreadsheets.
Perform in a fast paced, time-sensitive environment.
Plan and organize work.
Relate well in a bilingual/bicultural environment.
Train and provide work direction to others.
Understand and follow directions.
Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: fluency in American Sign Language (ASL) demonstrated by coursework, experience, or the equivalent and one year of support services experience for the deaf and hard-of-hearing individuals in an educational setting, plus 3 years of clerical office experience.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, typically involves a classroom or office.