

Alaska Court System Class Specification

Interpreter Services Coordinator II

Range: 18

EEO4: 2

SOC: 13-1199

Class Code: C3128

Definition:

Under general direction of the Language Services Manager, the Interpreter Services Coordinator II arranges spoken language and sign language interpreter services for the Alaska Court System.

Distinguishing Characteristics:

The Interpreter Services Coordinator is a single-position job class in Court Administration responsible for professional and technical duties to coordinate interpreter services, in a wide variety of languages, for all courtroom hearings statewide. The Interpreter Services Coordinator II is the advanced level at which the incumbent maintains and operates the central processes of the court's interpreter services structure.

The Interpreter Services Coordinator is a flexibly-staffed position. Progression to a higher level may occur when the incumbent: 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible staffing agreement; 3) meets the minimum qualifications of the higher level; 4) is certified by the supervisor as capable to perform at a higher level; and 5) is approved the Human Resources Department.

Complexity of Tasks: The Interpreter Services Coordinator II performs work of a professional nature that requires independence, judgment, and initiative in determining what is needed for each court hearing. The incumbent must organize and prioritize work, and determine appropriate action to be taken. The Interpreter Services Coordinator II may perform substantive research and analysis, and maintain statistical reports.

Supervision Received: The Interpreter Services Coordinator II works under the general direction of the Language Services Manager.

Supervision Exercised: The Interpreter Services Coordinator II does not have ongoing supervisory responsibilities such as hiring, evaluating, approving leave, disciplining, or responding to grievances, but will train Deputy Clerks and Clerks of Court in interpreter processes and procedures.

Examples of Duties:

Arrange language interpreter coverage for all courtroom hearings and proceedings statewide.

Coordinate with providers of interpreters, including the Language Interpreter Center, State court interpreter programs, free-lance contact interpreters, and other entities that provide qualified spoken and sign language interpreters.

Research, develop, and implement improvements to maintain quality and increase effectiveness, efficiency, and timeliness of the interpreter scheduling system.

Develop criteria for selection and contracting with interpreters.

Use databases to locate, procure, and coordinate all spoken and sign language interpreter services statewide to ensure court operational requirements are met.

Assist in the development and implementation of court rules, policies, practices, and procedures related to the provision of interpreter services.

Coordinate with administrative personnel regarding contractual agreements, travel, and interpreter compensation for services rendered.

Ensure the availability of interpreter video or audio equipment, reference materials, court forms, appropriate case files, or statements.

Serve as staff for Language Services Office initiatives including the development, implementation, and maintenance of an online interpreter orientation program and an indigenous interpreter training program.

Manage interpreter programs including registration of interpreter candidates for training programs; training of interpreter candidates; administration of national proficiency exams; monitoring of policies, procedures, and guidelines for provision of interpreter services.

Evaluate language service initiatives and make recommendations for improvement; identify additional programs when needed.

Identify trends and emerging policy issues related to language services statewide and make recommendations when appropriate.

Participate in the management of complex projects involving national, state, and local agencies.

Act as a resource for ADA compliance regulations related to interpreters for court proceedings.

Develop, maintain, and update language service policy and procedures.

Create and maintain regular statistical reports on the use of interpreter services.

Prepare standard and ad hoc reports needed for claims, billing questions, workload statistics, and other related requirements.

Participate in national committees, workgroups, and task forces initiated and coordinated by the National Center for State Courts Language Service Section; respond to language services inquiries generated by the National Center for State Courts.

Serve as the official test administrator for the interpreter oral proficiency exams; manage contracts with exam raters and coordinate payment of rater services with Fiscal Operations.

Prepare and give presentations to interpreter candidates; present to court staff and other agencies regarding the provisions of interpreter services.

Participate, develop, implement, and monitor the Alaska Court System Language Access Plan.

Knowledge, Skills, Abilities:

An Interpreter Services Coordinator II requires knowledge of:

- Standard office practice, procedure, software, and equipment.
- Computer applications such as word processing software, spread sheets, databases, and case management systems.
- Court interpreter functions and the services they provide to the trial courts.
- Organizational structure of the Alaska Court System.
- Alaska Rules of Court, Alaska Statutes, and Administrative Rules.
- Current trends in the provision of interpreter services.

An Interpreter Services Coordinator II requires skill in order to:

- Prepare clear and concise reports, correspondence, and other documents.
- Operate recording and audio equipment.
- Conduct project planning, management, training, and program evaluation.

An Interpreter Services Coordinator II requires the ability to:

- Function with a high degree of confidentiality and independence under general supervision.
- Effectively establish priorities.
- Research, organize, and summarize data and information.
- Respond to requests for information and services promptly.
- Plan, organize, prioritize, and coordinate multiple work activities in order to meet critical deadlines.
- Work in a fast-paced environment while remaining polite and professional.
- Communicate effectively in English, both orally and in writing.
- Establish and maintain effective working relationships with court personnel, language interpreter vendors, and national and state entities.
- Work effectively within a team context.
- Train others on the policies and procedures of the court interpreter system.
- Analyze and interpret data and reports.
- Comprehend complex written materials.
- Interpret and apply rules and instructions.
- Develop written reports.
- Analyze policy or procedural problems and recommend and implement solutions.

Minimum Qualifications:

A bachelor's degree from an accredited college AND two years of advanced level professional or administrative experience in court administration, public administration, community

development, research, social work, or a closely related field. The required advanced level experience is met by service as a Clerk of Court III-VI, Chief Deputy Clerk, or Court Supervisor III-IV with the Alaska Court System or similar work experience with another employer.

OR

A high school diploma or General Educational Development (GED) certificate AND six years of advanced level professional or administrative experience in court administration, public administration, community development, research, social work, or a closely related field. The required advanced level experience is met by service as a Clerk of Court III-VI, Chief Deputy Clerk, or Court Supervisor III-IV with the Alaska Court System or similar work experience with another employer.

OR

Any combination totaling six years of education from an accredited college AND advanced level professional or administrative experience in court administration, public administration, community development, research, social work, or a closely related field. The required advanced level experience is met by service as a Clerk of Court III-VI, Chief Deputy Clerk, or Court Supervisor III-IV with the Alaska Court System or similar work experience with another employer.

NOTE: This position is in the partially-exempt service. The incumbent serves “at-will” to the appointing authority.

07/2014 – Original

08/2014 – Revised

05/2015 – Change SOC Code