

CITY OF CHATTANOOGA

Classification Specification Title: Language Access Coordinator

Department: Equity & Community Engagement

Pay Grade: GS.08

Supervision Received From: Dir. New Americans

FLSA Status: Non- Exempt

Supervisory Responsibility For: None

Established: 11/8/24

**Revision Dates: 4/2/25;
1/14/25**

CLASSIFICATION SUMMARY:

Incumbents in this classification ensure effective communication between city departments and our Spanish- speaking residents. This role involves translating major documents, training front-facing staff on language access tools, and providing in-person interpretation services as needed.

SERIES LEVEL:

The Language Access Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Coordinate with city departments to identify major documents that need translation into Spanish. oversee the translation process to ensure accuracy and cultural relevance.

Develop and conduct training sessions for front-facing staff on how to access and use language support tools, such as the language line and Google Translate. Ensure staff feel comfortable and confident in using these tools to assist Spanish-speaking residents.

Serve as an in-person interpreter for city departments when needed to facilitate communication with Spanish-speaking individuals. Schedule and coordinate interpretation sessions to ensure availability and efficient use of resources.

Work closely with various city departments to understand their language access needs and provide tailored support. Maintain open lines of communication with departments to address any emerging language access issues promptly.

Monitor and evaluate the effectiveness of language access initiatives.

Provide regular reports on progress, challenges, and recommendations for improvement.

Routinely communicates with identified City bilingual positions to determine additional needs or gaps in service.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED required. Bachelor's degree in linguistics, Spanish, communications, public administration, or a related field preferred.

Fluency in both English and Spanish (written and spoken) is required. Previous experience in translation, interpretation, or language services, preferably in a public sector or community-focused role.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Proficiency in using translation tools and software, including Google Translate.

Strong communication and training abilities; able to work effectively with diverse teams.

Excellent time management, multitasking, and attention to detail.

PHYSICAL DEMANDS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing, and repetitive motions. Ability to travel between different city departments and locations as needed.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.