



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Program Specialist, Language Services**

**Class Code: 1554  
Work Days: 225**

**GENERAL PURPOSE**

Support the development, coordination, and management of Language Services for the Orange County Department of Education (OCDE), local education agencies, and community partners. Provide assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives direction from higher level management staff.
2. Exercises direct supervision over professional, technical, and clerical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Provide direction for the implementation of program, goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
  2. Provide consultation and information to department and district staff related to interpreting and translation services; develop, manage, and facilitate activities to support services.
  3. Coordinate the development of translation standards, guidelines, and resources for use countywide; ensure consistency and cultural sensitivity.
  4. Plan, schedule, and facilitate training seminars and workshops for bilingual staff, district and outside agency multilingual leaders, translators and interpreters.
  5. Recruit and manage on-call interpreters and translators; assess needs and priorities and develop a plan of action to meet identified needs.
  6. Maintain awareness of new developments related to interpreter/translator practices in education; incorporate new developments into programs as appropriate.
  7. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.
  8. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
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### **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

9. Plan, prioritize, assign, supervise, and review the work of staff responsible for providing translation and/or interpreting services; prepare work schedules for appropriate staff.
10. Establish and maintain effective working relationships with state and local community organizations, businesses, and related groups.
11. Maintain records pertaining to program services; compile reports and statistical information needed for evaluation of program effectiveness and planning of duties.
12. Participate in the planning of local, county, and statewide conferences and trainings including event coordination, activity development, and workshop facilitation.
13. Demonstrate attendance sufficient to complete the duties of the position as required.
14. Perform related duties similar to the above in scope and function as required.

### **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

#### **Knowledge of:**

1. Principles of effective supervision, leadership, training, coaching and performance evaluation.
2. Procedures, methods, and techniques of project and workflow management and organization.
3. Grammar, spelling, punctuation, syntax, and idiomatic usage of English and a specified foreign language.
4. Modern principles and practices of program development, implementation, and adult learning.
5. Appropriate language and interpersonal communication across diverse cultures.
6. California Education Code, California Administrative Code, and the policies, rules, and regulations of the County Schools Office.
7. Action planning and event planning strategies, including the development of goals, objectives, and brainstorming activities.
8. Recent developments, current literature, and information sources related to translation interpretation.

#### **Ability and Skill to:**

1. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

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**Ability and Skill to (cont.):**

2. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Listen, speak, read, and write fluently in a specified foreign language.
5. Establish and maintain effective working relationships with various constituencies.
6. Interpret and explain laws, codes, contracts, policies, and procedures.
7. Develop and present training materials.
8. Prepare clear and concise correspondence, reports, and other written materials.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and Communicate clearly and concisely, both orally and in writing, in English.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course in the specified foreign language or related field and four years of increasingly responsible project management experience; three years of increasingly responsible experience in translating materials in English and the specified foreign language and one year of experience in providing oral interpretation from English to specified foreign language.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands**

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

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### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee typically works in an office environment that is fast paced with high pressure.

2/2020