In the event a division or department manager has a position that provides services to non or limited-English speakers on a regular basis within their unit, they may request that the position be designated as bilingual required or desired or biliterate required or desired. The following procedure shall be utilized to determine the bilingual and/or biliterate status of a position. The intent of this procedure is to designate specific positions (by position control number [PCN #]) as bilingual required or desired and biliterate required or desired, based on a demonstrated on-going public service needs. This designation does not apply to all positions within the same classification. In the event an employee serving in a bilingual and/or biliterate designated position moves to another position, this designation does not follow the employee into the new position.

1. Process Activation:

Review and determination of requests for a bilingual or biliterate designation for a position will only be processed when:

A. The position is vacant and is approved for recruitment; or
B. During a classification study of the position; or
C. At the request of the component administrator/manager.

2. Criteria:

Positions utilizing this process shall be designated “bilingual-required” or “bilingual-desired” or “biliterate – required” or “biliterate-desired” according to the following criteria:

A. For a “bilingual-required or biliterate-required” position, the duties of the position require bilingual or biliterate skill 25% of the time or greater.
B. For a “bilingual desired or biliterate desired” position, the duties of the position require bilingual or biliterate (with documentable needs and benefits) skill fewer than 25% of the time.

3. Procedure:

Submit Classified Personnel Requisition with a Request for Bilingual and/or Biliterate Designated Classified Position form with attached supporting documentation to the Human Resources Department. Requisitions with missing or incomplete supporting documentation, will be returned to the originating department for completion.

Supporting Documentation:

For positions where a “bilingual-desired” or “biliterate-desired” designation is requested, the following describes the information required:
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1. Provide information and numerical evidence of the service need. If there are already bilingual or biliterate positions in the same language and class at the same location, substantiate that those positions have reached maximum service capacity. Please be sure to attach supporting documentation, which may include client logs, worker logs, etc.

2. Provide information, which establishes that the position is a public contact position, and that the employee in the position provides services to non- or limited-English speakers on a regular basis, but fewer than an average of five hours per week.

3. Provide a list of all positions in the same work location that are assigned to provide bilingual or biliterate services in the requested language by classification title and PCN number.

4. Provide information to justify the need in terms of the impact on the public being served.

For positions where a “bilingual-required” or “biliterate-required” designation is requested, the following must be answered in addition to the above:

1. Provide objective information about how the department documents the employee’s use of the requested language. A response such as “supervisor observes use of language or requested skill” is inadequate since it involves no objective documentation.

2. Provide information demonstrating whether or not the bilingual or biliterate duties have been previously performed. If so, please provide information related to the manner in which the duties have been performed.

Revised:
4/16/02
5/02/02
8/04/03
11/09/07