

**PROCEDURES FOR BILINGUAL
DESIGNATION (CLASSIFIED POSITIONS)**

AR 5500

The following procedure is to be used to determine the bilingual status of a position.

1. Process Activation
Review and determination of requests for a bilingual designation for a position will only be processed when:
 - a. the position is vacant and is approved for recruitment;
 - b. during a classification study of the position; or
 - c. at the request of the appropriate administrator/manager.
2. Criteria
Positions utilizing this process shall be designated “bilingual-required” or “bilingual-desired” according to the following criteria:
 - a. For a “bilingual-required” position, 5 hours per week (on average) of duties requiring bilingual ability must exist.
 - b. For a “bilingual-desired” position, an average of fewer than 5 hours per week of duties requiring bilingual ability (with documentable needs and benefits) must exist.
3. Procedure
Submit an appropriate Classified Personnel Requisition with a Request for Bilingual-Designated Classified Position form with attached supporting documentation to the Personnel Services Department. Requisitions with missing or incomplete Request for Bilingual-Designated Position forms, or with missing or incomplete supporting documentation, will be returned to the originating department for completion.

Supporting Documentation

The following describes the kind of information required:

For positions where a “bilingual-desired” designation is requested:

1. Provide information which establishes the on-going public service nature of the department/division’s function.
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 five hours per week (average).
3. Provide information to justify the need in terms of the impact on the public being served. For positions where a “bilingual-required” designation is requested, the following must be answered in addition to the above:
4. Provide numerical evidence of the service need; if there are already bilingual 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.
5. Provide information about how the department documents employee use of the requested language; a response such as “supervisor observes use of language” is inadequate since it involves no objective documentation.
6. Provide a list of all positions in the same work location that are assigned to provide bilingual services in the requested language by classification title and PCN number.
7. Provide information showing whether or not and the manner in which the bilingual duties have previously been performed.

Approved: August 5, 1996