

PROCEDURES FOR BILINGUAL DESIGNATION OF CLASSIFIED POSITIONS

AR5500

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. The following procedure shall be utilized to determine the bilingual status of a position. The intent of this procedure is to designate specific position (by position control number [PCN#] as bilingual required or desired, based on on-going public service needs. This designation does not apply to all positions within the same classification. In the event an employee in a bilingual 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 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 component 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 or more 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.

C. Procedure

Submit an appropriate Classified Personnel Requisition with a Request for Bilingual-Designated Classified Position form with attached supporting documentation to the Human Resources 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

For positions where a “bilingual-desired” designation is requested, the following describes the information required:

- 1. Provide information and 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.
- 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 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.
- 4. 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:

1. 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.
2. Provide information showing whether or not and the manner in which the bilingual duties have previously been performed.

Final Review Approved by Search & Selection Task Force 4/16/02; 5/2/02; 8/04/03
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