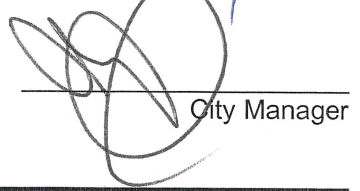


City of Riverside, California  
Human Resources Policy and Procedure Manual

  
Human Resources Director

  
City Manager

Number: V-16 Effective Date: 03/20

**SUBJECT: BILINGUAL OR SIGN LANGUAGE DESIGNATION**

**PURPOSE:**

To establish guidelines for designating bilingual or sign language positions and to delineate the proficiency test procedures for certification in this skill.

**DEFINITION:**

Bilingual is defined as certified oral proficiency in a language other than English and/or in the use of sign language.

**POLICY:**

Subject to approval by the City Manager, a Department Head or designee may designate certain positions based on operational needs of the department as requiring the regular use of a second language or sign language in contacts with the public.

A Request for Designation of Bilingual or Sign Language Position Form shall be prepared by the department with justification to include the following:

1. The approximate number of non-English speaking or hearing impaired persons who would be served by having a staff member fluent in this language;
2. Whether or not such persons seek service on a regular and continuous basis;
3. The nature of the duties requiring bilingual proficiency;
4. What benefit shall be derived by the City as a result of having such a designated position;
5. If the position being requested is a newly designated position or a replacement position;
6. Availability of funds to designate this position bilingual or sign language based on department's budget.

To initiate a request for designating a position as bilingual or sign language the required form must be submitted and approved by the Department Head or designee and sent to the Human

Resources Department. The Human Resources Department will then coordinate and/or administer the oral or sign language proficiency test with the City employee.

Upon passing the proficiency test, the Human Resources Department will notify the supervisor and a special monthly salary premium, identified in the Fringe Benefit and Salary Plan, shall be provided to a certified employee occupying a position approved by the City Manager as requiring the regular use of second language or sign language skills for public contact. The bilingual salary premium will be effective the beginning of the pay period following the results of the proficiency exam. The premium will be pro-rated for half-time (1/2) and three-quarter (3/4) time benefited employees based on hours worked and paid leave hours which must be coded via the timecard every pay period using the appropriate pay code. A Department Head may recommend an employee's bilingual pay be discontinued when bilingual skills are no longer required for the employee's assignment, or when an employee is transferred/promoted/demoted to a different classification/department/division.

An employee may test and certify for additional languages beyond the second language. Such employee will be entitled to receive one monthly premium, and will not be eligible to receive a monthly stipend for each certified language.

Recertification as to proficiency in a second language or sign language may be required periodically by the Human Resources Director and/or City Manager. A member of the Human Resources Department will coordinate an assessment with the employee to determine if recertification is necessary. Failure of an employee to recertify language proficiency shall result in the removal of the special monthly salary premium.

Employees certified in a second language or sign language will be expected to utilize their bilingual skills as part of their regular day-to-day duties with members of the public who seek assistance for City services. Employees are not required to provide interpreting services at City events or translating of official documents. Departments needing professional translation/interpreting services may contact the Human Resources Department for resources or if a professional sign language interpreter is needed, the department should contact the City's Americans with Disabilities Act Coordinator. Employees who possess a second language but have not been designated as bilingual and certified by Human Resources, will not be expected to utilize their bilingual skills and such conduct will not impact performance or treated as insubordination.

The Human Resources Department will have administrative authority to update any attached forms to this policy on an as-needed basis.

Attachment:

1. Request for Designation of Bilingual or Sign Language Position Form.

**CITY OF RIVERSIDE  
REQUEST FOR BILINGUAL OR SIGN LANGUAGE POSITION DESIGNATION**

Department \_\_\_\_\_ Division \_\_\_\_\_ Date \_\_\_\_\_

Classification for designation \_\_\_\_\_ Supervisor Name \_\_\_\_\_

Total number of positions within this classification?	Is this a newly designated position or a replacement position?	Are there funds available in the department for designation?

Is the second language a requirement of the position?	How many hours per day/week will the position provide second language service:	Second language translation is required in the language of:

Is the second language translation required before an officially convened court, appeals board, commission, or hearing body? If Yes, what type and how often: \_\_\_\_\_

\_\_\_\_\_

Describe in detail the information being translated, and the purpose of the translation:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Department Director \_\_\_\_\_ Approves \_\_\_\_\_ Denies

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Director \_\_\_\_\_ Approves \_\_\_\_\_ Denies

Human Resources Signature \_\_\_\_\_ Date: \_\_\_\_\_