



DEPARTMENT OF
RECREATION AND
PARKS

INSTRUCTION

INSTRUCTION NO.

450

DATE

07/01/05

SUBJECT:

BILINGUAL STAFFING

DIST.

P

ORIGINATOR

HR

PAGE

1 of 3

I. PURPOSE

It is an objective of the Recreation and Parks Department to provide bilingual personnel in positions where the use of a second language will contribute significantly to the total ability of an employee to be effective in the performance of the duties of the position in accordance with the Administrative Code and Civil Service Rules.

The following guidelines shall be followed for assignment or selection of personnel to fill positions approved for a bilingual pay premium.

II. GENERAL GUIDELINES

- A. The primary purpose of a bilingual pay premium is to attract and retain employees with needed language skills to positions where those skills will significantly contribute to the overall effectiveness of the position.
- B. All positions shall be filled with persons who possess the qualifications to perform the overall duties of the position. Job related selection criteria shall be utilized in the evaluation of all candidates. Employee selection shall always be made in the best interest of the Department. No employee shall arbitrarily be assigned to fill a position authorized for bilingual premium because of a language skill nor shall an employee who cannot adequately perform the overall duties of a position be assigned or selected solely on his or her second language skills.
- C. Employees who do not possess a second language skill shall not be denied opportunity to be considered for assignment to positions authorized for a bilingual premium except where a bilingual certification has been approved in accordance with these guidelines and the following procedures.
- D. At recreation centers where bilingual positions have been approved and where there are more qualified bilingual employees than bilingual positions, the employee(s) in the position(s) requiring the most frequently recurring and extensive contact with non-English speaking patrons will receive the premium. At the request of the Division Head, the Human Resources Division will audit positions to determine the most appropriate assignment of the position.
- E. Selective Certification in accordance with Civil Service Rule 5.31 will be limited to those positions which have extensive face to face contact with the public and require the use of a second language at least 25% of the time. Bilingual Certification will normally be used only to fill entry level positions which have been approved for a bilingual pay premium. Approval of the General Manager is required in order to request a Bilingual Certification from promotional Civil Service eligible lists.

Department of Recreation and Parks INSTRUCTION	SUBJECT BILINGUAL STAFFING	INSTRUCT. NO. 450	DATE 07/01/05	PAGE 2
--	--------------------------------------	-----------------------------	-------------------------	------------------

- F. In accordance with Civil Service Rule 5.31, no bilingual certification shall be approved until all persons employed in the classification where the vacancy exists and who speak the required language have been offered an opportunity to be assigned to the position and receive the appropriate pay premium.

III. OBTAINING APPROVAL FOR BILINGUAL PAY PREMIUM

- A. Whenever a Division Head determines that it is necessary or desirable that a position be filled by a person able to converse fluently in a language other than English, he or she may request the Human Resources Division to audit the position.
- B. In reviewing requests for bilingual pay premium position authorizations, the Human Resources Division will evaluate the bilingual requirements of the position under the following criteria which has been adopted by the City:
1. The position exists for the express purpose of serving a geographic area in which 30% or more of the residents speak a second language.
- or -
2. The duties of the position involve public contact and require the use of a bilingual skill a minimum of two (2) hours per week.
- or -
3. The benefits derived to the residents of the City and to City operations are sufficient as to make it desirable to pay a bilingual premium to the position.
- C. Bilingual pay premiums may be authorized for full-time or part-time positions. However, part-time positions will be authorized only when there are exceptional circumstances, when it is in the best interest of the Department, and when it is administratively feasible.
- D. The Human Resources Division will approve requests which meet the above criteria.
- E. Positions are normally approved for conversational use of a second language. All requests for the premium for speaking, writing and interpreting must be supported by examples of written materials which must be prepared or interpreted by the incumbent of the position on a frequently recurring basis.
- F. The amount of premium provided will be as follows:
1. Converses fluently 2.75%.
 2. Speaks, writes, and interprets 5.5%.
- G. The Division Head will be notified when positions are approved or denied.

IV. FILLING POSITIONS AUTHORIZED FOR BILINGUAL PAY

(The procedure to fill bilingual positions shall be the same for all other positions except as stated below.)

- A. The Division Head is responsible for notifying the Human Resources Division of any reassignment or termination of an employee who is receiving a bilingual pay premium. An employee appointed from a bilingual certification may not be reassigned while on probation without approval of the Human Resources Division.
- B. When reassignment or selection of an employee to fill a bilingual position is anticipated, the Human Resources Division will arrange for bilingual examinations at the request of the Division Head.
- C. Reasonable effort shall be made by the Division Head to fill vacant bilingual positions with a current Department or City employee in the same classification who has the required language skill. This may be done through intra-departmental reassignment or inter-departmental transfer on a voluntary basis. Before a bilingual certification can be approved, all Department employees in the classification where the vacancy exists must be offered the position in order to comply with Civil Service Rule 5.31 (Bilingual Certification). A direct mail notice to all employees in the classification in the department or listing the vacancy in the Weekly Bulletin shall be considered sufficient to meet the notification requirement.

If an employee who is receiving a bilingual pay premium is reassigned to another bilingual position, the Division Head must request in writing that the employee's bilingual pay continue.

- D. When there are no current employees available and qualified for assignment to a vacant bilingual position, Bilingual Certification may be requested by the Division Head. A Form R&P 900, Notice of Vacancy and Request for Certification should be completed with the following if a bilingual certification is deemed desirable or necessary:

"Special Instructions"

Bilingual Certification requested for the _____ language.

The Human Resources Division will review the request and may audit the position to determine the current need for a bilingual incumbent.

If the Human Resources Division concurs that a Bilingual Certification is justified, the request will be processed to the Personnel Department after the requirements regarding the notification of incumbents in the classification have been met.

If the Human Resources Division finds that a Bilingual Certification is not justified, a report and recommendation will be forwarded to the Region or Division Head. If the Region or Division Head wishes to proceed with the Bilingual Certification, the Human Resources Division will forward a report and recommendation to the General Manager.

- E. When a Bilingual Certification is requested to fill a position from a promotional civil service eligible list, approval of the General Manager shall be required. A report and recommendation on all such requests will be prepared by the Human Resources Division and forwarded to the General Manager in a timely manner.