



Code: 0368

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

CLASS TITLE: AMERICAN SIGN LANGUAGE INTERPRETER

CHARACTERISTICS OF THE CLASS

Supports the Commissioner of the Mayor's Office for People with Disabilities mission through the provision of sign language interpretation during various meetings including staff, City employees, internal and external meetings, and any other public meetings. This position also provides ASL interpretation services for interviews, and meetings with departments, service providers, and vendors, and press conferences as needed. ASL interpretation and/or transliteration will be provided via Video Remote Interpreting, video platforms and in person; and performs related duties as required

ESSENTIAL DUTIES

- Provides various services for the Commissioner by effectively interpreting spoken language and ASL, CASE, and via transliterating
- Develops and maintains a good working relationship with the Commissioner in areas such as communication style, feedback, providing information and adhering to professional conduct, attire, and standards
- Strictly adheres to confidentiality as required by the Registry of Interpreters for the Deaf (RID)/NAD (National Association of the Deaf) Code of Professional Conduct, and other ASL interpreter code of ethics standards, and City of Chicago Communications policies and procedures
- Works effectively in a team environment; receive support from and provide support to colleagues; and as needed, a contract interpreter will be secured, to work as part of a team for technical and longer meetings
- Provides and prepares for interpretation services that involve complex and/or sensitive topics with minimal supervision. Some examples are settings involving legal issues, negotiating, vendor product or service offerings, medical, and council hearings
- Maintains compliance with any national, state, or local licensure and/or certification requirements, and immediately report if any changes to the status may occur
- Maintains a flexible work schedule to meet the various interpreting needs of the Commissioner, and other employees of the Mayor's Office for People with Disabilities
- Effectively represents the Commissioner, including in competence, effectiveness, appearance, and professionalism, department, City image when interacting with residents, community leaders, City employees, elected officials, organizations supporting the City's mission
- Effectively use communication related technology to assist the Commissioner and other staff as required
- Ensures any equipment or other arrangements are in place at locations where the Commissioner is presenting
- Assists with coordination and scheduling of additional interpreters as needed.
- Completes additional and other duties as assigned

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to positions within the class.*

MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- High School Diploma or equivalent required
- A minimum of five (5) years work experience as a Certified Interpreter

Licensure, Certification, or Other Qualifications

- Must be nationally certified by any of the American Sign Language (ASL) credentialing bodies, including the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD), or Board for Evaluation of Interpreters (BEI) at a master or advanced level, or equivalent
- Must be licensed with the Illinois Deaf and Hard of Hearing Commission (IDHHC) at the time of hire; out-of-state applicants must be licensed with IDHHC within 60 days of start date.

WORKING CONDITIONS

- General office environment
- Working hours will vary based on the Commissioner's schedule, and will include some evening and weekend hours as needed
- Work effectively in a fast paced, dynamic environment in a variety of settings and locations

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, and calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, video, and webcams) Technology requirements include: High speed internet appropriate for VRI, hardwired ethernet connection (no Wi-Fi), i5 (or greater) or equivalent CPU, minimum of a quad core processor. 4GB memory minimum. 2.0 GHz or faster processor. Discrete video card or integrated Intel HD Graphics 3000 or better. 1080 HD external webcam like the Logitech C922X.

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- structure and content sign language including the meaning and formation of signs, rules of communication and translation
- principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- media production, communication, and dissemination techniques and methods. This includes alternative ways to inform

Moderate knowledge of:

- group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LISTENING — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- COMMUNICATING WITH OTHERS — Addressing others to convey information effectively
- READING COMPREHENSION — Understanding written sentences and paragraphs in work related documents
- Writing — Communicating effectively in writing as appropriate for the needs of the audience
- CRITICAL THINKING — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
- ACTIVE LEARNING — Understanding the implications of new information for both current and future problem-solving and decision-making
- COORDINATION — Adjusting actions in relation to others' actions.
- INSTRUCTING — Teaching others how to do something
- JUDGMENT AND DECISION MAKING — Considering the relative costs and benefits of potential actions to choose the most appropriate one
- LEARNING STRATEGIES — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- SERVICE ORIENTATION — Actively looking for ways to help people
- SOCIAL PERCEPTIVENESS — Being aware of others' reactions and understanding why they react as they do
- PROBLEM SOLVING — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- TIME MANAGEMENT — Managing one's own time and the time of others

Abilities

- COMPREHENSION — The ability to listen to and understand information and ideas presented through spoken words and sign language
- EXPRESSION — The ability to communicate information and ideas in speaking and signing so others will understand.
- SPEECH & SIGN RECOGNITION — The ability to identify and understand the speech and sign of another person.
- CLARITY — The ability to communicate clearly so others can understand you.
- WRITTEN COMPREHENSION — The ability to read and understand information and ideas presented in writing.

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude

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- **CONCERN FOR OTHERS** - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
 - **SOCIAL ORIENTATION** - Prefer to work with others rather than alone and being personally connected with others on the job
 - **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2022

Licensure, Certification, or other Qualifications updated: February, 2023