

**CLASS TITLE: COORDINATOR, INTERPRETING AND
SPECIAL CLIENT SERVICES**

**Class Code: 02794500
Pay Grade: 26A
EO: B**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Employment and Training, to be responsible for ensuring access to interpreting and other special client services for individuals and groups with limited English proficiency experiencing language, education, physical or related barriers to employment opportunities; and to do related work as required.

SUPERVISION RECEIVED: Works under general supervision with considerable latitude to exercise independent judgement; work is reviewed for results obtained and for conformance to procedures, rules and regulations.

SUPERVISION EXERCISED: May supervise technical and clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for a system designed to ensure equal opportunity and access for individuals encountering barriers to employment opportunities.

To work with state, local and community organizations to facilitate delivery of services to special clients or special client groups.

To conduct studies and surveys to determine special client needs.

To confer with and assist local office managers and other agency personnel in recognizing special client needs.

To work with management of operating divisions in planning and developing programs for the delivery of agency services to clients with special needs.

To prepare reports pertaining to programs and services relating to interpreting and other special needs.

To coordinate the Department's efforts with those of other state departments, federal government and community-based groups.

To receive, review and respond to complaints from individuals and representatives of community-based organizations.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles, and policies relating to equal employment opportunity and equal access; a working knowledge of the principles of office management; a working knowledge of employment and training programs and services; the ability to recognize problems relating to special client groups; the ability to establish and maintain effective working relations with state and local community organizations, the general public and minority groups the ability to prepare written reports; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in a position requiring the planning and coordination of human or employment services.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: August 25, 1991

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