

	<b>TOWN OF PARADISE VALLEY</b> <b>Administrative Policy</b>	
	<b>Title:</b> <b>BILINGUAL SERVICES</b>	<b>Policy No.</b> AP-07.2
<b>Policy Owner:</b> Gina Monger, Human Resources Director		
<b>Approved By:</b> Andrew Ching, Town Manager		
<b>Authorized By:</b> <i>Chapter 7: Compensation, Town Employee Handbook</i>	<b>Revision History:</b> 11/02/1999, 09/12/2002	<b>Effective Date:</b> 06/23/2024

## 1. PURPOSE

- 1.1. This policy will provide further guidance for the implementation of *Chapter 7: Compensation of the Town of Paradise Valley* (hereinafter referred to as the “Town”) *Employee Handbook*.
- 1.2. The Town recognizes that providing bilingual services to enhance the customer service provided to the Town of Paradise Valley residents and customers.

## 2. POLICY

- 2.1. The Town will provide bilingual services subject to operational needs and budgetary limitations, and in accordance with this policy:
  - 2.1.1. Police Department is authorized three certified employees; one for each patrol shift and one additional certified employee.
  - 2.1.2. Municipal Court is authorized four certified employees.
  - 2.1.3. Community Development, Finance, Information Technology, Public Works, Town Manager, and Town Attorney are each authorized one certified employee.
  - 2.1.4. The Town Manager may authorize additional certified employees as operationally necessary.

## 3. ELIGIBILITY

- 3.1. All full-time employees (40 hours per week) and part-time employees (at least 20 hours per week), who are appointed to positions that necessitate the use of a second language, are eligible to be certified to provide bilingual services.
- 3.2. Employees assigned to positions that require bilingual skills and be available to translate within or outside their regular position as requested (except for sworn public safety positions) on an average at least once per week, are eligible.
- 3.3. Employees who wish to be considered for bilingual services must be proficient in English and another approved language.
- 3.4. Employees must maintain acceptable performance standards of work performance and conduct.
- 3.5. Employees who wish to be considered for bilingual services will submit their request in writing to their department director and Human Resources. Requests for certification will be reviewed on a first-come first serve basis, up to the number of certified employees authorized in *Section 2. Policy*.

#### **4. COMPETENCY EXAMINATION**

- 4.1.** Eligible employees must pass a competency examination, which will include speaking, listening, and reading for the language. Testing may be conducted by a third party at the Town's expense and discretion as to the testing format.
- 4.2.** Human Resources will coordinate the competency examination during the employee's regular work schedule. If an employee fails to take the competency examination as scheduled without 24-hours' advance notice to Human Resources, the employee may be charged for the cost of the examination, unless extenuating circumstances occur, and an exception is granted by the respective department director, in consultation with the Human Resources Director.
- 4.3.** Employees who test and do not successfully pass the competency examination must wait at least 90 days before requesting to be retested.
- 4.4.** Employees who successfully pass the competency examination will be designated as certified and will not be required to be recertified, unless there is cause to believe that the certified employee no longer possesses the proficiency to continue providing bilingual services on behalf of the Town.
- 4.5.** Certified employees who promote, transfer, or demote into a new position must submit a new request to provide bilingual services. This requirement is waived for sworn employees that are promoted within the Police Department.

#### **5. COMPENSATION**

- 5.1.** Certified employees will be compensated per pay period as follows:
  - 5.1.1.** Full-time employees: \$35.00
  - 5.1.2.** Part-time employees: \$20.00
- 5.2.** Employees are eligible to receive bilingual services compensation for only one language, in addition to English. No additional compensation is authorized for additional languages.
- 5.3.** Certified employees will not be compensated for bilingual services for periods of paid or unpaid leave that extend beyond one entire pay period. Leaves of absence due to military leave or worker's compensation are excluded from this provision.
- 5.4.** The Town may terminate the bilingual services provided by a certified employee at any time. The certified employee will be notified that their services have been discontinued and will be effective the beginning of the next pay period. The certified employee may voluntarily withdraw from providing services, by providing a written notice to their department director and Human Resources.