



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

INTERPRETERS AND TRANSLATORS

Class Title	Class Code	Pay Band	Alt Pay Band*
Interpreters and Translators-B	J3091B	40	
Interpreters and Translators-O	J3091O	45	
Interpreters and Translators-A	J3091A	50	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Translate or interpret written, oral, or sign language text into another language for others.

Nature of Work

Interpreters and translators facilitate the cross-cultural communication necessary in today's society by converting one language into another. However, these language specialists do more than translate words; they relay concepts and ideas between languages. They must thoroughly understand the subject matter in which they work in order to accurately convey information from one language into another. In addition, they must be sensitive to the cultures associated with their languages of expertise. Interpreters deal with spoken words, translators with written words. Each task requires a distinct set of skills and aptitudes, and most people are better suited for one or the other. While interpreters often interpret into and from both languages, translators generally translate only into their native language.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role provide accurate translations to and from English and the language to which assigned.
- Employees assist in providing agency services such as: serve as a driver; help to locate individuals and families; keep simple records and make reports.

Recommended Education and Experience for Full Performance

High School Diploma or GED and one and half years (1.5) experience in bilingual customer service and/or in translation or real time interpretation for clients/customers/patients.

Minimum Qualifications

High School Diploma or GED and three (3) months experience in bilingual customer service and/or in translation or real time interpretation for clients/customers/patients.

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Operational

- Employees in this Role independently render translations from English into one or more other languages, and vice-versa and must convey the appropriate ideas, questions, etc., so that all persons involved understand them.

Recommended Education and Experience Standards for Full Performance

High School Diploma or GED and two (2) years experience in bilingual customer service and/or in translation or real time interpretation for clients/customers/patients.

Minimum Qualifications

High School Diploma or GED and six (6) months experience in bilingual customer service and/or in translation or real time interpretation for clients/customers/patients.

Advanced

- Employees in this Role translate complex oral and written information and serve as expert translator.
- Employees provide assistance and training in language interpretation to other staff.
- Employee uses alternate methods of communications, as example: Video Tapes, Slides, Sign Language, and Computer Technology.

Recommended Education and Experience for Full Performance

Associate's Degree in bilingual education and two (2) years of experience in bilingual customer service and/or in translation or real time interpretation for clients/customers/patients

Minimum Qualifications

High School Diploma or GED and one (1) year of experience in bilingual customer service and/or in translation or real time interpretation for clients/customers/patients.

Knowledge and Skills

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Knowledge

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Foreign Language — Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

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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.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

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.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Time Management — Managing one's own time and the time of others.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 9/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.