



City of Kansas City, Missouri Job Class Specification

Job Title: LANGUAGE SERVICES SPECIALIST

Department:

CITY MANAGER

Job Code: 1709

Status: EXEMPT

Grade:

EX-4

Summary

This is a specialized professional position that plays a key role in ensuring meaningful access to the information and services provided by the City of Kansas City through the Office of Language Access (OLA). This position is responsible for the implementation and sustainment of the City's Comprehensive and Equitable Language Access Plan (CELAP) by working with City departments and leadership to ensure compliance and integration across all departments, offices, and facilities. This position will also assist residents with submitting language services requests and concerns directed to OLA, specifically focusing on language accessibility. This position reports directly to the Language Access Manager.

Duties and Responsibilities

- Ensures City departments understand and adhere to procedures for requesting language services, aids, and materials.
- Conducts department-level training sessions to ensure compliance with CELAP and relevant ordinances.
- Engages with the community by attending events, collaborating with community partners, and coordinating with language access vendors/service providers.
- Supports departments in the implementation and monitoring of department-level CELAP to ensure continued progress and adherence.
- Develops and delivers training sessions, presentations, and materials to guide departments on acquiring accommodations, hosting accessible events, translating content, and more.
- Maintains working knowledge of the latest trends and best practices related to language access and services training to ensure continuous improvement and development.

Technical Skills

Thorough knowledge of:

- The principles and practices of language services, including translation and interpretation.
- Legal requirements and guidelines for providing accessible services to non-English-speaking individuals, including ADA compliance and local ordinances.
- Plain language techniques and their application in reducing communication barriers.
- Strategies for supporting diverse communication needs in public-facing services.

Ability to:

- Lead and facilitate training sessions on language access best practices for departments.
- Provide clear and concise guidance to departments and community members on the use of language access services.
- Analyze and resolve issues related to language access requests or concerns.
- Collaborate with internal and external partners to support community engagement efforts and ensure access to services for non-English-speaking residents.
- Communicate effectively in both written and spoken formats across a diverse audience.

Education and Experience

Requires an accredited bachelor's degree and three (3) years of experience in language services, including translation, interpretation, and language access program management.

**Certificates/
Licenses/Special
Requirements**

May require Certified Interpreter or Certified Translator credentials.

**Supervisory
Responsibility**

None

**Supervision
Received**

Work is performed under the general direction of the Language Access Manager, with considerable latitude for independent judgment and initiative.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

12/24

Revised