

# 2020-2021 City Service Corps Member Position Description

**Host Site Name:** NYC Mayor's Office of Immigrant  
Affairs

**Position Title:** Language Services  
Coordinator

**Location:** 253 Broadway, 4<sup>th</sup> Floor, New York, NY  
10007

**Tentative Schedule:** M-F, 9:00am to 5:00pm [1 possible evening (5-9:30pm) a  
month]

**# of member Slots in this Position:**  
1

**Need for the specific project on which AmeriCorps Member is  
serving:**

Nearly one out of four New Yorkers – roughly 2 million individuals – has limited English proficiency. Improving language access to government information and services plays an integral part in ensuring an equitable and inclusive city. The City Service Corps member will be part of MOIA's Language Access/Language Services Team, which provides services for MOIA and ~20 Mayoral Offices to ensure that written materials are available in multiple languages, events are accessible through the use of in-person interpreters, and staff have access to telephonic interpretation 24/7. The CSC Member's project will bolster the Language Services Team's linguistic coordination and project management processes as well as support research and dissemination of language access best practices with stakeholders.

**Expectations and Goals for the specific project on which AmeriCorps Member  
is serving:**

The Language Services Team manages the translation of MOIA and other Mayoral Office information (flyers, fact sheets, social media, websites, etc.) into multiple languages and provides interpretation for face-to-face services and events (tabling, community forums, meetings, etc.), as well as communications by phone. The CSC member is expected to support the coordination of language services requests and the production of non-English materials that will be distributed by MOIA staff and others. Ultimately, the goal is for the CSC member to contribute towards the increasing maturity of the Language Services unit to provide high-quality language services to MOIA and other Mayoral Offices.

## **Member Position**

### **Summary:**

The CSC member will provide support to MOIA's Language Services Team by assisting with the delivery of translation and interpretation services to support MOIA and Mayoral Office programs and outreach. Under the guidance of the Language Services Manager, the member will have the ability to exercise and/or develop linguistic skills through supporting the translation, editing and review of materials. Similarly, the CSC member will support the potential expansion of services and assist in trainings and creation of language services best practices. The CSC member may contribute to other aspects of language access work, including the Volunteer Language Bank; data analysis; research about immigrant inclusion and language access to support guidance and communication with agency administration and staff, as well as development of tools/resources for city agencies to help them with immigrant inclusion and language access.

## **Detailed**

### **Tasks:**

- Support day-to-day coordination of interpretation and translation requests, which includes confirming requests, submitting to vendor(s), coordinating interpreters, and/or delivery of translations.
- Track and troubleshoot projects
- Assist linguistic efforts such as translating, editing and reviewing translations.
- Assist in the expansion of language services across other Mayoral Offices, including providing staff training on accessing services
- Reconcile invoices from multiple language service providers
- Support the tracking and reporting of services
- Prepare interpretation equipment for requestors
- Assist in training staff on how to use interpretation equipment

- Maintain equipment inventory, assess replacement needs, coordinate system for allowing other mayoral offices to borrow and return equipment
- Provide on-the-ground support at events by assisting in set-up/break-down of equipment and coordinating interpreters (these events may occasionally be in the evening)
- Work with vendors and the City's Volunteer Language Bank to provide secondary reviews for translated materials
- Help the ongoing efforts to build and maintain resources to improve language service delivery (style guides, glossaries, term bases, translation memories, etc.)

**Required Skills for AmeriCorps Members (set for all program members):**

- Strong commitment to national service and the mission of the host site
- Desire to work in the non-profit sector
- Desire to serve with diverse communities
- Excellent organizational and communication skills
- Ability to conduct community outreach and make presentations to community groups
- Willingness to take initiative to achieve goals
- Strong project management/multi-tasking abilities
- A clear plan for living on the AmeriCorps stipend in New York City
- Availability to lead and/or attend events during evening and weekend hours (frequency varies by position)
- Minimum high school diploma or equivalency
- Ability to pass a criminal background check
- US Citizen or lawful permanent resident (AmeriCorps regulations)

**Preferred Academic or Experience Qualifications, Knowledge, Skills, and Abilities:**

- Completed bachelor's degree, or graduating in May
- Some experience in translation and/or interpretation, preferably in Spanish
- Professional fluency in a foreign language highly preferred
- Experience juggling multiple priorities and responding to time-sensitive requests
- Strong time management skills and experience working with multiple stakeholders to address problems
- Diplomacy, tact and excellent judgment
- Excellent communication, organization, and analytical skills
- Ability to think creatively, embrace new approaches, and pioneer innovative solutions to intricate problems
- Strong written, verbal, and interpersonal communication skills
- Able to occasionally work weekend and/or evening events
- Highly professional demeanor
- Proficient computer skills (Word, Excel, PowerPoint and Outlook)
- Familiarity of Computer-Assisted Translation tools, such as SDL Trados Studio, memoQ, and/or Wordfast, preferred, but not required.
- Familiarity with Adobe applications, such as InDesign and Illustrator, preferred

\* Please note: The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, fellows will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved in advance by NYC Service.







