



## SAN MATEO UNION HIGH SCHOOL DISTRICT

### CLASSIFIED JOB DESCRIPTION

**JOB TITLE:** MULTILINGUAL COMMUNICATIONS SPECIALIST  
**REPORTS TO:** Manager of Communications **SITE:** District Office and School Sites  
**CLASSIFICATION:** Classified Bargaining Unit **WORK YEAR:** School Days + 10 Days  
**SALARY:** Range 255 – Classified Salary Schedule  
**APPROVED BY THE BOARD OF TRUSTEES:** December 15, 2022

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#### JOB SUMMARY:

Under the supervision and direction of the Manager of Communications, the candidate successfully will perform, facilitate and oversee effective communication via translations and interpretations for a variety of District platforms and audiences. This will include but is not limited to the web, social media, videos, and direct messaging to multilingual parents/guardians, students and other members of the public. Additionally, this candidate will oversee interpretation in the District for a variety of languages and in a variety of settings. The candidate will collaborate with internal employees providing interpretation as well as outside vendors.

Candidate must possess an interest in transcreation which is defined as creative translation whereby communications tools are created with the explicit intent of greater understanding by multilingual audiences. Transcreation involves awareness of and appreciation for the cultural nuances of multilingual audiences rather than exclusively creating direct translations of English content. Perform other related duties as assigned.

#### ESSENTIAL FUNCTIONS:

1. Collaborate with the Manager of Communications and other Communications staff working within the framework of District policies and using knowledge of District practices and procedures to aid in the planning, creation, dissemination of effective written, verbal and digital communications to members of the District Community who do not speak English or have limited English proficiency.
2. Work closely with District and site Family Engagement Coordinators in the transcreation of content to multilingual families, students and community members.
3. Collaborate on family engagement events to recommend, create and disseminate communications that promote events and programs with the multilingual audiences in mind.
4. Provide translation services in Spanish for written District-level materials to be disseminated via the web, social media, videos and direct messaging to parents/guardians, students and other members of the public.
5. Oversee the translation of larger jobs with outside vendors. Ensure that jobs are accurate and delivered on time. Oversees the District contract process.
6. Trains and/or evaluates staff for language proficiency/qualifications to perform interpretation and translation at the site level.
7. Provide interpretation and or coordinate interpretation for Board Meetings, District meetings and/or events. Maintain and distribute District equipment used for interpretation.
8. Support sites by reviewing translations as needed.
9. Continually check for accuracy throughout translated documents and in interpretation settings.
10. Works a flexible schedule at the discretion of the supervisor to meet the needs of the District and school community members.

11. Support the translation of international transcripts and documents for school registration as needed.
12. Perform other related duties as assigned.

**Employment Standards:**

- Incumbent must be able to perform essential functions above plus assigned department duties with or without reasonable accommodation.
- Incumbent must maintain a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other District employees, administrators, the Board of Trustees, students, parents and the general public.

**QUALIFICATIONS:**

**Education/Training Experience**

- A.A. degree or equivalent required.
- Incumbent must be fluent and literate in Spanish and English.
- Additional fluency in another language is desirable.
- Understanding of and commitment to transcreation for multilingual audiences.

**PREFERENCE FOR:**

- University training that included coursework related communications or language.
- Experience working within a local public school system and awareness of California Education Code.
- Experience with on-camera communications, and an interest in communicating in Spanish as the District's spokesperson with the news media and via internal video channels as needed.

**KNOWLEDGE OF/ABILITY TO:**

- Knowledge of and demonstrated language skills, both spoken and written, at minimum in English and Spanish. Meets the District assessment of bilingual skills in the required language(s).
- Possesses an understanding of school district operations and the communities the district serves.
- Possess two years of experience working as an interpreter and translator or in a position which required frequent interpretation and translation.
- Ability to work in an environment with frequent interruptions and changing tasks and priorities.
- Ability to remain calm, focused and in control when working with students, parents, guardians, and community members who may be difficult and challenging to engage.
- Ability to follow written and verbal direction and take the initiative to seek clarity and take action when needed.
- Ability to organize work and set priorities for accomplishing work in a timely and effective manner.
- Ability to protect the confidentiality of student information consistent with FERPA requirements and good judgment.
- Ability to work collaboratively and effectively with staff, students, parents, volunteers, and community members.
- Knowledge and experience using various technology tools and software platforms such as Microsoft Office Suite including Excel; Google Apps including Google Spreadsheets.
- Ability to create and disseminate content via a wide variety of social media platforms.
- Multitask in a busy environment.
- Establish and maintain effective relationships with those contacted in the course of work.

- To remain calm and patient in stressful situations.
- Identify workplace hazards and/or unsafe conditions and take appropriate action to correct same.
- Meet schedules and time lines.
- Observe health and safety regulations.
- Meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

- Ability to read hand-written and fine printed materials.
- Ability to hear conversation in person and on the telephone.
- Ability to speak in an understandable voice.
- Ability to operate a computer keyboard, copier and related office equipment.
- Mobility to move from desk to cabinets and files within a department.
- Ability to sit for extended periods of time.
- Ability to work in an office environment with constant interruption.
- Ability to work in moderate to high noise level working environment.

**LICENSE/OTHER REQUIREMENTS (PRIOR TO EMPLOYMENT):**

- Must successfully pass the District's pre-employment Department of Justice fingerprint clearance.
- Must successfully pass the District's pre-employment tuberculosis testing.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of the position. Incumbents may be required to perform other job-related tasks other than those specifically presented in the description. Reasonable accommodations may be made to enable individuals with disabilities to perform the above-stated essential functions.

SMUHSD is an equal opportunity employer in compliance with the Americans with Disabilities Act and all other applicable Federal, State, and Local regulations.

**SMUHSD Equity Vision**

Vision: All students will learn in a safe, inclusive and equitable environment that validates, respects and honors their unique backgrounds, interests and identities.

Mission: We will continually identify, disrupt and eliminate institutional biases and barriers to ensure that all students have the skills and knowledge to thrive physically, emotionally, and academically.

**EQUAL OPPORTUNITY EMPLOYER STATEMENT**

San Mateo Union High School District is an equal-opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our

organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. SMUHSD makes hiring decisions based solely on qualifications, merit, and business needs at the time.

For more information, read through our [Nondiscrimination in Employment](#) policy.

- [Equity Flyer](#)
- [BP0415.1 Racial Equity](#)
- [AR0415.1 Racial Equity](#)

**DISASTER SERVICE WORKERS:**

All San Mateo Union High School District employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.