

**CITY OF FRISCO PERSONNEL POLICIES**  
**SECTION 9**  
**CLASSIFICATION PLAN**

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**Topic: BILINGUAL SKILLS CERTIFICATION PAY**

**Effective Date: 06/20/06**

**Approved By Ordinance No: 06-06-58**

**Revision Date:**

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**9.2.1 STATEMENT OF PURPOSE:**

The purpose of this policy is to establish guidelines regarding bilingual skill certification pay for eligible City of Frisco employees. City of Frisco employees frequently use bilingual skills to enhance the performance of position duties to better serve citizens of the City of Frisco.

**9.2.2 LEVELS OF BILINGUAL CERTIFICATION PAY:**

Bilingual certification pay will be awarded in the following areas:

**Conversational**

*(Requires the ability to successfully converse in the language):*

**Reading**

*(Requires the ability to read the language):*

**Writing**

*(Requires the ability to properly write the language):*

**Fluent**

*(Requires the ability to converse, read and write the language):*

**Translator**

*(Requires employee be fluent and able to properly read and write the language):*

**9.2.3 ELIGIBILITY:**

This policy is applicable to all regular full time and part time employees in all departments of the City of Frisco. All regular full time and part time employees will be eligible for Conversational Level Bilingual Certification pay. The ability for employees to receive bilingual certification pay for levels above the Conversational level will be determined by the Department Director. The Department Director will identify positions and/or persons eligible to receive higher levels of bilingual certification pay within their department when:

1. The possession of the bilingual skill is beneficial in the performance of the employee's and/or department's duties.
2. The normal work station of the qualifying employee is such that he or she is reasonably available to employees and citizens needing assistance to translate from English to another language; or from another language to English when called upon to do so.

3. The secondary language is used by any group constituting at least 5% of the residents of the City of Frisco. Other languages will be considered by the Director of Human Resources on a case-by-case basis on recommendation of the Department Director.
- B. Employees in positions eligible to receive Bilingual Certification Pay must achieve a passing score in a testing process established to measure proficiency.
1. Testing requirements for Bilingual Certification Pay will primarily involve verbal, reading and written language skills and translator ability.
  2. All testing will be done by an independent consultant selected by the City of Frisco.
  3. The City of Frisco will pay for the employee's first bilingual language certification test. The employee must pay the cost of any subsequent attempts to be certified. The City of Frisco will reimburse the employee for the cost of a successful retest.
  4. Arrangements to take the certification test must be made through the Human Resources Department.

**9.2.4 GUIDELINES:**

- A. Any employee receiving Bilingual Certification Pay is expected to assist other non-bilingual employees in the translation of documents and assistance of the public. Assistance may be required for other departments or areas that extend beyond the employee's normal scope of responsibilities.
- B. An employee receiving Bilingual Certification Pay who declines reasonable assistance to non-bilingual employees or assistance to the public may have their Bilingual Certification Pay revoked at the discretion of the Director of Human Resources.
- C. Bilingual Certification Pay for levels higher than the Conversational level may be discontinued if the employee is re-assigned to a position where the skill will not be used or if the functions of the position no longer require the skill.
- D. Each department is responsible for re-evaluating the need for bilingual skills on a periodic basis and contacting the Human Resources Department should those needs change.
- E. An employee receiving Bilingual Certification Pay may be asked periodically to retake the proficiency test. Bilingual Certification Pay may be discontinued if a passing level of proficiency is not maintained.
- F. The Human Resources Department may periodically conduct a random sample of the

positions and screen incumbents to ensure the continued need for additional bilingual skills and that employees remain proficient in those skills. Any costs associated with random skills assessments will be paid by the City.

- G. Determinations regarding an employee’s eligibility for Bilingual Certification Pay may be appealed to the Director of Human Resources whose decision will be final.
- H. There is no additional compensation for certification in multiple languages.

**9.2.5 PROCEDURES:**

- A. **Application for Conversational Level of Bilingual Certification Pay:** The Department Director will submit in writing, the names of employee’s eligible to test for Conversational Level Bilingual Certification Pay. The Human Resources Director will review the applications.
- B. **Application for Bilingual Certification Pay levels higher than Conversational Level of Bilingual Certification Pay:** The Department Director will complete the Bilingual Skills Testing Application (Appendix A) and submit to the Human Resources Department. The Human Resources Director will review the application and determine if the position meets the Bilingual Certification Pay eligibility requirements.
- C. **Testing.** The Human Resources Department will arrange for the employee to take the certification exam(s). Successful completion of the certification exam will result in the employee receiving certification pay for Bilingual language skills effective the first pay period of the month following the exam. Certification pay will not be retro-active. The Bilingual Language Certification pay will be awarded in the following areas:

<b>Levels of Bilingual Language Certification</b>	<b>Monthly Pay for Full Time Employee</b>	<b>Monthly Pay for Part Time Employee</b>
Conversational <i>(Requires the ability to successfully converse in the language):</i>	\$25	\$25
Reading <i>(Requires the ability to read the language):</i>	\$25	\$25
Writing <i>(Requires the ability to properly write the language):</i>	\$25	\$25
Fluent <i>(Requires the ability to converse, read and write the language):</i>	\$25	\$25
Translator <i>(Requires employee be fluent and able to properly read and write the language):</i>	\$25	\$25

Testing results will be sent to the Human Resources Department and the employee. (Appendix B) Nothing in this policy shall be construed as a contract between the

City of Frisco and its employees. The City of Frisco reserves the right to change, modify, amend, revoke or rescind all or part of this policy in the future.

**“Appendix A”  
Bilingual Skills Testing Application**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Employee #: \_\_\_\_\_ FT /PT Status: \_\_\_\_\_  
Phone #: \_\_\_\_\_

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**To assist the Human Resources Department in ensuring that the criteria of eligibility is met by each position and employee for which the higher level Bilingual Pay is approved, please complete the following information.**

Direct Supervisor’s Name: \_\_\_\_\_

How frequently and in what capacity is this employee’s contact with citizens and others who primarily speak this language?

\_\_\_\_\_  
\_\_\_\_\_

How does this employee’s language skills assist the department in the performance of duties and/or the department’s delivery of service?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Will the employee be reasonably available to assist other departments with Bilingual language related needs?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Department Head’s Signature

\_\_\_\_\_  
Human Resources Director’s Signature

***Forms submitted electronically must be sent through or from the Department Director. Manually submitted forms must include the Department Director’s signature.***

**“Appendix B”  
Notification of Bilingual Skills Testing**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Employee # \_\_\_\_\_ Phone #: \_\_\_\_\_  
Language: SPANISH FT /PT Status: \_\_\_\_\_

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**RESULTS (Pass/Fail)**

Conversational Proficiency Score:	
Reading Proficiency Score:	
Writing Proficiency Score:	
Fluent Proficiency Score:	
Translator Proficiency Score:	

This employee is eligible for:

\_\_\_\_\_ Conversational Bilingual Certification Pay

\_\_\_\_\_ Reading Bilingual Certification Pay

\_\_\_\_\_ Writing Bilingual Certification Pay

\_\_\_\_\_ Fluent Bilingual Certification Pay

\_\_\_\_\_ Translator Bilingual Certification Pay

Effective Date: \_\_\_\_\_

Monthly Amount: \_\_\_\_\_

Employees who do not receive a passing score and who wish to retest may do so. The employee will pay the exam fee to retest and the City of Frisco will reimburse costs ONLY if the employee successfully completes the exam.

\_\_\_\_\_  
Human Resources Director