



# ADMINISTRATIVE PROCEDURES

Procedure Number: 3-34

Effective Date: 06/02/2015

Revision Date: \_\_\_\_\_

  
County Administrator

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**SUBJECT: MULTILINGUAL COMPENSATION**

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**DEPARTMENT RESPONSIBLE: All County Departments**

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## **I. STATEMENT**

Pima County is committed to providing additional compensation for all employees whose duties require the use of multilingual capabilities. This procedure provides the guidelines under which multilingual compensation may be authorized. The purpose of this administrative procedure is:

- to implement Personnel Policies 8-102 I and 8-117 Q;
- to ensure uniformity in the foreign language proficiency examinations of employees from one department to another;
- to set forth specific County-wide procedures and processes to be utilized in the authorization process for multilingual pay.

## **II. PROCEDURES**

A. To ensure that an employee meets the minimum eligibility requirements for each level of multilingual pay, prior to requesting the payment of multilingual pay for an employee, departments shall conduct and document a ten (10) consecutive work day multilingual use audit using Attachment 1:

- When initiating multilingual pay for an employee.
- When required by Human Resources for an employee or employees receiving multilingual pay to ensure they still qualify for it. If a 10-day audit is not submitted in a timely manner to the Human Resources Department (Classification and Compensation Team) and no extension has been requested, the multilingual pay shall be rescinded.
- When an employee receiving multilingual pay is appointed, reappointed, reassigned, promoted, or demoted to any other position, within the same department or to another department.
- If reinstatement of multilingual pay is requested by an Appointing Authority when an employee receiving multilingual pay leaves County employment and subsequently returns.

- B. Multilingual use audits performed by departments are subject to review by the Human Resources Department.
- D. Multilingual pay may be authorized by an Appointing Authority at either associate or journey level.
1. Associate Level - An Appointing Authority shall certify that an individual who is receiving associate level multilingual pay is employed in a position that requires the use of multilingual capabilities an average of at least 25% - 49% of the employee's work time per pay period. The employee must be able to translate and communicate accurately as demonstrated by the employee's ability to successfully pass a foreign language proficiency examination administered by the Human Resources Department.
  2. Journey Level - An Appointing Authority shall certify that an individual who is receiving journey level multilingual pay is employed in a position that requires the use of multilingual capabilities an average of at least 50% of the employee's work time per pay period. The employee must be able to translate and communicate accurately as demonstrated by the employee's ability to successfully pass a foreign language proficiency examination administered by the Human Resources Department.
- C. Foreign language proficiency examinations shall be administered by Human Resources on a quarterly basis as needed. If an employee is providing sign language services, the employee must be licensed by the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) and a copy of the ACDHH license will be accepted in lieu of a proficiency examination.

Departments must complete the Foreign Language Proficiency Examination Request Form (Attachment 2) and forward the request to the Human Resources Department (Attention: Classification and Compensation Team) who will schedule the examination with the employee(s). After the examination, departments will be notified whether or not their employee(s) scored high enough to receive multilingual pay.

An employee who has received or is receiving multilingual pay must retake the foreign language proficiency examination:

- If reinstatement of multilingual pay is requested by an Appointing Authority and an employee has not received multilingual pay for more than a year.
- If reinstatement of multilingual pay is requested by an Appointing Authority when an employee has left County employment and subsequently returns.
- Within six (6) months after the examination is modified if determined necessary by the Human Resources Department. If the test is not retaken within the six (6) month period, multilingual compensation shall end.

An employee who has taken, but not passed, the foreign language proficiency examination may not retake the examination for six (6) months and shall be required to begin the certification process again by completing and submitting all new required paperwork and complying with all time-frames and requirements in place at that time.

**III. RESPONSIBILITIES**

Appointing Authority: initiates applicable processes authorizing multilingual pay for employees who meet standards established for receipt of multilingual pay.

An Appointing Authority may impose additional limitations or business-related competency requirements on the administration of multilingual pay, as long as those requirements do not conflict with policy and are applied fairly and consistently in comparable situations.

The Appointing Authority shall notify Human Resources in the event that an employee's work assignment is modified in a manner that no longer makes the employee eligible to receive multilingual pay.

Human Resources Department: administers foreign language proficiency examinations when applicable; reviews multilingual use audits performed by departments; determines if periodic multilingual use audits are required for all employees receiving multilingual pay to ensure the employees are still qualified to receive such pay.



Attachment 2

**MULTILINGUAL PROFICIENCY EXAMINATION  
Request Form**

The following employee is assigned to a position that requires multilingual capabilities. In order to document the employee's proficiency, the employee requires a foreign language proficiency examination for the following foreign language (check only one foreign language) combination:

Spanish     Other \_\_\_\_\_ (list other language)

<b>EIN</b>	<b>Employee Name</b>	<b>Department</b>
<b>Work Email Address:</b>	<b>Work Phone Number:</b>	

The employee's department (pick one)  has     has not conducted the required 10 Consecutive Work Day Multilingual Use Audit to determine that the employee's position meets the multilingual use requirements for assignment of multilingual compensation.  
(Copy of the completed Multilingual Use Audit form(s) must be attached. Request Forms received by the Human Resources Department without the required Multilingual Use Audit form attached will be returned with no action taken)

Costs for the foreign language proficiency examination are the responsibility of the employee's department regardless of whether or not the employee scores high enough on the exam to receive multilingual compensation pay. Please identify the appropriate fund and unit to be used for charging the cost of the multilingual proficiency examination:

<b>Fund</b>	<b>Unit</b>

\_\_\_\_\_  
Signature of Appointing Authority or Authorized Signer                      Date

\_\_\_\_\_  
Printed Name of Appointing Authority or Authorized Signer

Submit signed request form to the Human Resources Department (Attn: Classification and Compensation Team Supervisor)

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**From: Human Resources – (Classification and Compensation Team)**

1. Employee was examined on \_\_\_\_\_ and received a score of \_\_\_\_\_ which  
 Qualifies     Does Not Qualify employee to receive multilingual compensation.

Employees who do not score high enough to qualify for multilingual compensation are not eligible to take another foreign language proficiency examination for six (6) months.

\_\_\_\_\_  
Signature of HR Classification and Compensation Team                      Date  
Supervisor or Designee

**Distribution:** Original – to requesting Department  
Copy – to HR Foreign Language Testing File