

## SDCRAA HUMAN RESOURCES STANDARDS AND PROCEDURES

Section:	<b>Compensation and Benefits</b>
Standard:	<b>BILINGUAL PAY</b>
Section #:	C-12
Effective:	November 8, 2022

### **GENERAL STANDARD**

The Authority may provide additional compensation to full-time employees whose Vice President or designee has determined to be eligible for bilingual compensation depending on the nature of the role and needs of the Authority. Unrepresented employees that are eligible based on the below standards will receive compensation at a rate of one percent (1%) above the employee's regular rate of pay.

### **SPECIFIC STANDARDS**

- ❑ The Vice President or designee will determine a position's eligibility for bilingual compensation based on customer service demands. Customer service demand exists when using a non-English language is part of their regular public-facing job duties.

Positions designated as bilingual must meet the following criteria:

1. The employee must be in a direct public contact position where their work requires bilingual skills to meet the needs of the public.
  2. The language must be used on the job regularly and ongoing basis. For example, the language must be used at least six (6) or more times per month on average.
  3. Bilingual skills are necessary to provide services and are essential to the successful performance of official functions.
- ❑ Qualification for bilingual compensation shall, in part, be based on a demonstrated requisite proficiency in any language where bilingual capability is a "necessary aspect" of the job and where the requisite proficiency is in such additional language as approved by the Authority President/CEO or designee.
  - ❑ The recipient of bilingual compensation shall demonstrate periodically, as may be determined appropriate by the Authority President/CEO or designee,

proficiency in written and verbal expression of the second language as measured by the Authority utilized testing procedure.

- In defining the term "necessary aspect," the ability of any individual to use a second language proficiently shall not necessarily qualify that employee to receive bilingual compensation. Likewise, evidence of any given employee periodically utilizing bilingual ability in the course and scope of employment shall not necessarily render such individual eligible for bilingual compensation.

### **PROCEDURES**

- a. If an employee believes it is necessary to use a second language in performing their duties, the employee shall complete a "Request for Bilingual Compensation" form and submit the completed form to their Supervisor, Manager, or designee for review and submittal to the Vice President or designee.
- b. The Vice President or designee will complete and sign the request form, approving or disapproving the request, and forward the form to the Human Resources Department.
- c. If there are more requests for bilingual compensation than the need exists in a department, the decision will be based on the amount of or the opportunity for customer interaction.
- d. The Human Resources Department will review the request for consistency with this standard.
- e. If the Vice President or designee disapproves the employee's request, the Vice President or designee will notify the employee that their request was denied and provide the employee and the Human Resources Department a copy of the signed request form.
- f. If the employee's request is approved, the Human Resources Department will contact the employee and Manager to schedule an examination to determine competency in a second language.
- g. The test results will be sent to the Authority's Human Resources Department. Employees must score at or above the second level in the Interagency Language Roundtable (ILR) language proficiency scale.
- h. The Human Resources Department will communicate the examination results to the employee, Manager, Vice President, or designee.
- i. Employees who take the examination and do not meet the minimum fluency level must wait at least one hundred eighty (180) days [six (6) months] before they can submit another request for bilingual compensation. Additionally, employees who fail to comply with the

testing facility's cancelation policy requirements must wait one (1) year before they can submit another request for bilingual compensation.

- j. If the employee meets the minimum fluency level, Human Resources will initiate the process by which payroll is notified to begin the premium pay, which will begin at the start of the pay period after the date of the proficiency certification.
- k. The names of the designated employees will be available to other departments who may call upon them with permission of the employee's department director or designee.
- l. If an employee transfers to another department or is promoted to another position, the employee may lose bilingual compensation. The employee, however, may apply for bilingual compensation once they are in the new department or new position, dependent upon the nature of the role or needs of the Authority.
- m. With concurrence from the Director of Human Resources, the Vice President or designee retains the right to withdraw an employee's bilingual compensation at any time.
- n. If bilingual compensation is to be withdrawn, the employee will be given at least one (1) pay period notice before implementing such withdrawal.
- o. A designated employee may be retested for bilingual proficiency at any time.