

226. Bilingual Pay Incentive

Effective: XX/XX/2022

Non-sworn employees who either have job descriptions that require bilingual skills or who use bilingual skills in the course of performing their job duties may be eligible for additional compensation as a Bilingual Pay Incentive (Incentive). The Incentive will be paid to employees whose position, as approved by the department head and Human Resources, requires a demonstrated knowledge and ability to communicate in Spanish, Vietnamese, Burmese/Zopau, sign language, or any other language where a specific need has been consistently identified and approved in order to provide better service to the citizens of Tulsa.

The incentive will be offered based on the department's need for bilingual skills and available funding, subject to the Mayor's approval. The Incentive does not apply to every employee who is fluent in two or more languages.

- .1 To be eligible for the Incentive the employee must:
 - .11 Be sufficiently trained in their primary job function and performing satisfactorily as determined by the employee's department.
 - .12 Apply for the Incentive to their department head, and if the department head agrees, he or she should forward the application to the Personnel Director or designee to schedule a language proficiency test..13 Take and pass a language proficiency test as required by the Human Resources Department, which may be administered by an external entity. Employees who do not pass the proficiency test may request to retake the test only once within six (6) months and will be responsible for paying for the additional assessment.
 - .14 Be able to communicate with confidence with a sufficient range of language to describe and understand unpredictable situations with reasonable accuracy and to explain the main points of an idea or problem. The employee must be fluent in both English and the approved language. Multilingual employees may be required to create or translate documents in the approved language.
- .2 Although the Incentive is approved based on the employee's assigned job duties for their department, they must also be available to interpret or translate for other departments when needed, including at public or after-hour events. In such instances, the assistance to other departments cannot interfere with the employee's performance of their duties for their department and the employee may be entitled to overtime if it causes them to work more than their assigned hours. Employees in the Customer Care, Municipal Courts, 911, or positions in other departments approved by the Personnel Director will not be required to provide services to other areas unless approved in advance or required by the employee's department head.
- .3 The Human Resources Department will maintain a list of employees who receive bilingual pay. This list is available on the intranet _____. Bilingual pay as referenced in this policy are subject to approval of the Mayor. Bilingual pay does not apply to every employee who is fluent in two or more languages. The employee should submit application to their department head for bilingual pay. If the department head agrees there is a need and funding is available they should forward the application to the Personnel Director for approval through a PA in Munis. Upon approval, the employee shall be scheduled for a language skills assessment by the department's designee.

- .4 The Incentive will be suspended for any absence of the employee in excess of one hundred and sixty (160) hours. The employee must complete twenty (20) hours of work within a workweek to be eligible for the incentive to recommence after an extended absence. The Incentive will be reinstated effective the beginning of the pay period after completion of twenty (20) hours of work.
- .5 The Incentive will cease upon:
 - .51 The employee's transfer to another department or classification unless there is a demonstrated need in the new position. Upon transfer to a new department, an employee must re-apply to continue to receive the Incentive.
 - .52 The employee's failure to meet departmental performance standards.
 - .53 The employee's refusal to assist any customer or other area with interpretation services as required under policy.
 - .54 A determination that the employee's bilingual skills are not being utilized sufficiently by the department or City or are no longer needed.
- .6 Compensation
 - .61 An employee whose position requires use of bilingual skills on a daily/hourly basis, such as 911, Municipal Courts, Customer Care or positions in other departments designated by the Personnel Director, will be paid an Incentive of one hundred sixty dollars (\$160) each pay period.
 - .62 An employee whose position will require intermittent use (1 or more times per week/4 times per month) of bilingual skills will be paid an Incentive of eighty dollars (\$80) each pay period.
 - .63 The Incentive will start at the beginning of the pay period following the successful completion of the testing process.