

**JOB #2014-035-A4**

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**Language Access Program Assistant**



**Where is AOC Located?**

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

**AOC PROFILE:**

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

**JOB NUMBER:** 2014-035-A4

**POSITION:** Language Access Program Assistant

**SALARY:** \$40,524 TO \$53,148 per year DOQ

**LOCATION:** Olympia, Washington

**OPENS:** September 5, 2014

**CLOSES:** September 22, 2014

**Overview**

The AOC seeks a customer-service oriented person as a Language Access Program Assistant to support the Interpreter Program and Washington State Supreme Court Interpreter Commission.

The Washington State Court Interpreter Program is administered by the Administrative Office of the Courts (AOC) pursuant to RCW 2.43. The Program exists to ensure qualified interpreters are available to provide language access services to the court community. The AOC manages daily operation of the Program and communicates with the court community and the Commission who govern interpreter practices through statewide policies.

**Essential Activities**

- Interacts with certified/registered interpreters, courts and potential interpreters on a daily basis.
- Maintains interpreter program website (on Washington Courts website).
- Manages compliance with the program requirements of continuing education, processes applications for continuing education credit, and handles non-compliance with the Discipline Committee.
- Handles administrative tasks regarding the Court Interpreter Reimbursement Funding Program and works directly with courts participating in the program.
- Reports to the Supreme Court Commissions Manager and provides assistance with the Washington State Supreme Court Interpreter Commission.
- Assists AOC senior staff in managing and coordinating court programs.

## Language Access Program Assistant

### **AOC Offers...**

- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

### **Benefits:**

- The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- Vacation leave
- Sick leave
- Shared leave
- Family – Medical Leave
- Military and Civil leave
- Eleven paid holidays per year
- A state retirement plan
- Deferred Compensation Program
- Deferred College Tuition Program (GET)

### **Essential Activities (continued)**

- Communicates and assists in developing and implementing program policies, standards, guidelines, and expectations; assists with monitoring compliance with internal AOC program policies, standards and guidelines.
- Coordinates conferences and/or trainings associated with AOC programs.
- Responds to requests related to AOC programs and projects both independently and as directed.
- Provides backup for senior AOC staff related to areas of responsibility as needed.
- Provides other staff support to court programs as assigned.
- Performs other duties as assigned.

### **Key Competencies**

Specific skills required to perform the identified work at the expected level of performance.

- Knowledge and skill in technology, computer use and Internet.
- Proficient use of computer applications such as Outlook, Word, Excel, PowerPoint, and Adobe.
- Ability to independently manage and coordinate projects with limited supervision.
- Ability to take initiative, identify and communicate to managerial and program staff potential areas of concern or opportunities for enhancement and/or development of programs, projects and processes.
- Proficient working knowledge of grammar, spelling, clerical procedures, and general office procedures and processes.
- Demonstrated ability to learn and use new computer applications as needed or required.
- Demonstrated ability to communicate effectively orally and in writing.
- Ability to sort and assess task priorities and plan work efficiently and effectively.
- Demonstrated ability to gain and utilize knowledge of internal and external protocols while establishing effective and respectful working relationships with governmental and court officials at all levels.
- Logically integrates various ideas, intentions, and information to form effective goals, objectives, timelines, action plans, and solutions.
- Approaches and performs work with appropriate attention to detail.
- Accepts personal responsibility for the quality and timeliness of work.
- Understands internal and external expectations and ensures that work products meet those expectations.

## Language Access Program Assistant

*The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to [Employment@courts.wa.gov](mailto:Employment@courts.wa.gov)*

### **SPECIAL NOTE:**

**All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.**

Application materials will be screened for the purposes of determining who will be selected for an interview.

### **Qualifications**

An Associate of Arts degree in business or a related field **AND** four years of administrative program support experience.

Demonstration of relevant experience may substitute for education requirement.

### **The preferred candidate will have:**

- Customer service experience
- Experience working with databases and Excel
- Proficiency in a language other than English or experience living outside the U.S.

### **To be considered for this position, please submit:**

- A cover letter specifying how you meet the qualifications of the position (no more than two pages).
- A chronological resume including: dates and total months/years in each position held for each previous employer.
- Completed AOC application form.

***Failure to submit the required materials listed above may eliminate your application from consideration.***

### **Send materials by email, fax or postal service to:**

Washington State Administrative Office of the Courts  
Attention: Human Resources Office  
1206 Quince St SE  
P.O. Box 41170  
Olympia, WA 98504

Email: [employment@courts.wa.gov](mailto:employment@courts.wa.gov) or fax: 360-586-4409