

CITY OF SAN ANTONIO



Administrative Directive	AD 4.38 Language Skills Pay
Procedural Guidelines	Guidelines for compensating employees for the use of a second language in approved situations
Department/Division	Human Resources (HR)
Effective Date	April 1, 1995
Revision Date	September 26, 2014; June 30, 2017
Last Reviewed	February 13, 2019
Project Manager	HR, Training Administrator

Purpose

The purpose of this administrative directive (AD) is to provide the City of San Antonio's (City) policy and guidelines related to compensation for employees who may have a high level of public contact, requiring the use of a language other than English while serving external and internal customer business needs as determined by department Directors.

Policy

It is the policy of the City to compensate employees in qualifying situations where maintaining fluency in a second language enhances their ability to interact in a language frequently spoken by customers.

Policy Applies To

<input type="checkbox"/> External & Internal Applicants	<input type="checkbox"/> Temporary Employees
<input checked="" type="checkbox"/> Full-Time Employees	<input type="checkbox"/> Volunteers
<input type="checkbox"/> Part-Time Employees	<input type="checkbox"/> Grant-Funded Employees
<input type="checkbox"/> Paid and Unpaid Interns	<input type="checkbox"/> Police and Fire Academy Trainees
<input checked="" type="checkbox"/> Uniformed Employees Under Collective Bargaining Agreements	

Definitions

<u>Language Skills</u>	The ability of the employee to communicate (written and oral) in a language other than English that is widely used by City of San Antonio residents.
<u>Language Skills Pay</u>	Stipend compensation in the amount of \$50.00 per month paid to the employee for the use of a second language in the performance of job duties.

Policy Guidelines

<u>Eligibility</u>	<ol style="list-style-type: none">1. Full-time COSA employees2. Within a supported job function that the department Director deems to fall within the public communications category3. In positions where services are enhanced by an employee's use of a second language, and where communication with the public takes place for at least one-third of an employee's working shift4. In positions where the department's business needs for communication with the public in the second language are greater than the available personnel already receiving <i>Language Skills Pay</i> within the department
<u>Justification</u>	<ol style="list-style-type: none">1. Supervisors must provide justification for <i>Language Skills Pay</i> by completing the Request for Language Skills Test form (on Forms Net) and submitting the form to Human Resources with the signatures of the department Director and Department Fiscal Administrator.2. Human Resources' Training Division will review <i>Language Skills Pay</i> requests prior to language testing to ensure appropriate signatures by Department Fiscal Administrator and Department Director.
<u>Testing Guidelines</u>	<ol style="list-style-type: none">1. Employees will generally only need to test and pass once during their employment period. Upon transfer to another department, a new Language Skills Request must be submitted to initiate the <i>Language Skills Pay</i> stipend for the new position. The department HR Specialist or the HR Training division will confirm the pass status of the employee to the new department via SAP records.2. Department may allow employees who do not pass the test to retake the test once within 12 months of the initial test.3. HR Training will schedule all language proficiency testing and will maintain procedures related to test frequency, retesting, and missed exams.4. Departments wishing to refer employees for language proficiency testing will be charged for the testing. Exam fees are based on the language test. Language requests should be sent to the HR Training Division, who will determine pricing and provide cost to the department.

<p><u>Stipend Compensation Guidelines</u></p>	<ol style="list-style-type: none"> 1. Employees who meet the established criteria and pass the appropriate assessment(s) shall receive <i>Language Skills Pay</i> for the duration of the time they remain in the qualifying position and as required by departmental need. 2. The <i>Language Skills Pay</i> stipend may be stopped at any time under the following circumstances: <ul style="list-style-type: none"> • Employee is transferred, promoted, demoted, or reassigned to another department. In such cases, a new form must be completed and authorized by the department Director and Fiscal Administrator for the new position held should the departmental need exist. • Employee is transferred, promoted, demoted, or reassigned to another position within the same department. • In the event the business needs of the department change (for example, the requirement for public communication in the second language is reduced, or the number of employees receiving <i>Language Skills Pay</i> outpaces the department’s business needs). • In the event the employee’s job functions change in such a manner where the employee no longer communicates with the public for more than one-third of his/her working shift. • In the event an eligible employee is absent for any reason for a period of two consecutive weeks. <i>Language Skills Pay</i> will resume when the employee returns to his/her regular position. The employee’s department supervisor/manager is responsible for notifying his/her HR representative in the event the employee is absent or on leave for a period of two (2) weeks or longer, or is transferred to another position or area. • The employee should notify the HR Specialist of non-payment of the stipend. Back-pay of up to a maximum of six months for non-payment of the stipend may be paid.
<p>Roles & Responsibilities</p>	
<p><u>Employees</u></p>	<ol style="list-style-type: none"> 1. Employees must follow the process within this AD when requesting and receiving <i>Language Skills Pay</i>. 2. Employees who have the ability to speak a second language, may not refuse to assist a customer on the basis they are not receiving <i>Language Skills Pay</i>.

<p><u>Departments</u></p>	<ol style="list-style-type: none"> 1. Department Directors will assure compliance with this AD, and ensure appropriate justification for <i>Language Skills Pay</i> has been documented. 2. Departments are responsible for assessing the need to serve customers in a second language and providing the necessary qualified workforce to meet those needs. 3. Department Directors will ensure that Request for Language Skills Test forms include a justification that accurately reflects the requirement for additional resources to meet the business needs of the organization.
<p><u>Human Resources</u></p>	<ol style="list-style-type: none"> 1. Human Resources Training Division will review departmental requests for <i>Language Skills Pay</i> prior to language testing to ensure proper authorized signatures of the Department Director and Fiscal Administrator. 2. Human Resources Training Division will ensure testing procedures within this AD are followed.

The *Request for Language Skills Test* form is available on [Forms Net](#).

This AD supersedes all previous correspondence on this subject and revises AD 4.38, Language Skills Pay. Information and/or clarification may be obtained by contacting the Human Resources Training Division.



CITY OF SAN ANTONIO
EMPLOYEE ACKNOWLEDGMENT FORM
FOR
ADMINISTRATIVE DIRECTIVE 4.38
Language Skills Pay

Employee:

I acknowledge that on _____, 20____, I received a copy of Administrative Directive 4.38, Language Skills Pay. I understand if I should have any questions I should contact my Human Resources Representative.

Employee Name (Print)

Department

Employee Signature

SAP Employee ID Number