

Job Title: Translation Services Liaison

Department: Transportation Services

Reports To: Executive Director of Transportation Services

FLSA Status: Non-Exempt

Location: Durham, North Carolina

Salary Range: Based on district salary schedule – NC10; commensurate with experience

Work Schedule: 12 months, grant funded positions subject to yearly renewal through Sept 30, 2029 and dependent on the availability of grant funds.

Position Summary:

The Translation Liaison – Transportation Services serves as a critical bridge between the Transportation Department and non-English-speaking families within the district. This position supports clear, timely, and culturally responsive communication regarding student transportation services. The liaison ensures families understand bus routes, schedules, policies, safety procedures, and any changes or incidents affecting transportation.

Essential Duties and Responsibilities:

- Provide real-time verbal and written translation and interpretation services in English and [target language, e.g., Spanish] for the Transportation Department.
- Assist with parent communication related to bus routes, late buses, disciplinary actions, weather-related changes, and other transportation matters.
- Translate transportation documents, forms, notifications, and safety materials.
- Facilitate phone calls and in-person meetings between transportation staff and non-English-speaking families.
- Serve as a cultural liaison to help transportation staff better understand the needs and expectations of diverse families.
- Support the resolution of transportation-related concerns and misunderstandings through effective, bilingual communication.
- Maintain accurate records of communication, translation activities, and family interactions as required.
- Collaborate with the school district's ESL/Multilingual departments to ensure consistency in messaging and support.
- Provide support during peak periods such as the start of the school year, new student enrollments, and special event transportation needs.
- Attend transportation and district training as required, especially those involving safety, equity, and language access.

- Collection of data, artifacts, and accurate record keeping of communication and community engagement for the purposes of grant evaluation.
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Qualifications:

Required:

- High school diploma or GED
- Fluency in English and [target language, e.g., Spanish], both spoken and written
- Strong interpersonal and communication skills
- Proficiency in Microsoft Office and basic data entry
- Ability to work independently and manage multiple priorities
- Understanding of confidentiality and sensitivity in student/family communications

Preferred:

- Experience working in a public school district or with K–12 students/families
 - Previous experience in interpretation/translation services
 - Knowledge of school transportation operations or customer service experience
 - Completion of interpreter/translator training or certification
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Working Conditions and Physical Requirements:

- Office environment with frequent use of telephone, computer, and other communication tools.
 - Occasional travel within the district for school visits, meetings, or family conferences.
 - Must be able to sit, stand, and walk intermittently throughout the day.
 - May be required to work flexible hours during emergencies or special transportation events.
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Bilingual Applicants Strongly Encouraged to Apply

Compensation & Benefits:

- Competitive salary commensurate with experience
- Comprehensive benefits package including health insurance, retirement plans, paid leave, and professional development opportunities

Application Process:

Interested candidates should submit a cover letter, resume, and three professional references. Applications will be reviewed on a rolling basis until the position is filled.

Durham Public Schools is an Equal Opportunity Employer and values diversity in its workforce.

We encourage all qualified individuals to apply, particularly those from historically underrepresented communities.