

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

**Article 38**

**Multilingual/Bilingual Employees**

**Section 1. Purpose and Scope**

A. This article covers those employees who occupy positions that require the possession and use of **multilingual or** bilingual skills. (i.e. work under a bilingual position description.)

B. This article **also** applies to employees who use multilingual/bilingual skills in their jobs.

C. Management will continue to give consideration to multilingual/bilingual employees for details, reassignments, leave approval, hours of work or any other conditions of employment, like all other employees.

D. Employees will not be disadvantaged in any condition of employment as a result of their use of multilingual/bilingual skills in their job.

24

25 **Section 2. Definitions**

26

27 A. Multilingual/bilingual means proficiency in a language or languages, in  
28 addition to English. This definition also includes American Sign Language.

29

30 B. Multilingual/bilingual skills and duties may include speaking, understanding,  
31 reading and writing.

32

33

34 **Section 3. Appraisal Considerations**

35

36 A. The parties recognize that multilingual/bilingual duties may incorporate an  
37 additional workload for affected employees and that multilingual/bilingual  
38 duties often involve additional time, effort, and case complexities. For the  
39 purposes of assigning work and appraising employee performance  
40 Management agrees to consider the additional effort that may be required by  
41 multilingual/bilingual employees.

42

43 B. Progress reviews will reflect multilingual/bilingual performance contributions  
44 as appropriate, under applicable performance plans.

45

46

47 **Section 4--Assistance and Training**

48

49 A. Upon request, the Employer will make available appropriate bilingual  
50 dictionaries as available.

51

52 B. Upon request, the Employer will make a reasonable effort to provide  
53 applicable language glossaries of SSA terminology.

54

55 C. The development of multilingual/bilingual skills may be an appropriate use of  
56 GETA funds.

57

58 D. Upon request, the employer will make every reasonable effort to allow an  
59 employee to interview in English during the initial mentoring period, while  
60 he/she is learning the technical aspects of the position. Management may  
61 consider the public service demands and resources available in making this  
62 determination. It is understood that this provision does not eliminate the need  
63 to also mentor the employee while conducting interviews in all assigned  
64 languages as part of the initial mentoring period. **Mentors should be highly**  
65 **motivated, knowledgeable employees with good multilingual/bilingual**  
66 **skills.**

67

68

69

70 **Section 5. Awards**

71

72 A. Multilingual/bilingual service accomplishments may be an appropriate basis  
73 for the granting of awards in accordance with the provisions of Article 17.

74

75 B. SSA, upon request, will furnish AFGE with data each year, indicating by  
76 component, the number, amounts and types of awards for  
77 multilingual/bilingual employees.