



CLASSIFICATION STANDARD

TRANSLATION

Administrative and Foreign Service Category

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To: Deputy Heads

c.c.: Heads of Human Resources

Date:

Subject: Translation Bureau's sole employer status
of Translation (TR) Occupational group

Aux : Administrateurs généraux

c.c. : Chefs des ressources humaines

Date :

Objet : Bureau de la traduction comme
employeur unique du groupe
professionnel Traduction (TR)

I am writing to inform you that on May 10, 2004, the Treasury Board has authorized the extension, for an indefinite period, of the Translation Bureau's current status as the sole employer of personnel classified in the Translation (TR) occupational group and provider of translation, interpretation and terminology services to Parliament, the judiciary and the federal government. This decision ensures that all departments and agencies will continue to benefit from uniform standards for linguistic quality.

Je vous écris pour vous informer que le 10 mai 2004, le Conseil du Trésor a autorisé la prolongation pour une durée indéterminée du rôle actuel du Bureau de la traduction comme employeur unique relativement aux employés compris dans le groupe professionnel Traduction (TR) et fournisseur de services de traduction, d'interprétation et de terminologie pour le Parlement, le système judiciaire et le gouvernement fédéral. Selon cette décision, les ministères et les organismes continueront tous de bénéficier de normes homogènes garantissant la qualité linguistique des textes.

It would appear that some departments are creating positions in the Program and Administrative Services (PA) group [Administrative Services (AS) and Information Services (IS) classification standards] and the Economics and Social Science Services (EC) group [Social Science Support (SI) classification standard] in order to exercise significant responsibilities related to the field of translation.

Il semble que certains ministères créent des postes dans le groupe professionnel Services des programmes et de l'administration (PA) [Services administratifs (AS), Services d'information (IS)] et le groupe Économique et services des sciences sociales (EC) [Soutien des sciences sociales (SI)] afin de leur confier des responsabilités importantes dans le domaine de la traduction.

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This practice distorts the intention of these classification standards and departments must refrain from doing so. I would like to emphasize that the Treasury Board's decision means that positions that are primarily involved in translation, simultaneous or consecutive interpretation and terminology, and the provision of language advisory services should be allocated to the (TR) group in accordance with the 1999 occupational group definition for this group.

If you have any questions related to this matter, please contact Mr. Richard Burton, Vice-President, Human Resources Management Modernization, Public Service Human Resources Management Agency of Canada. Mr. Burton can be reached by calling (613) 952-3165, or by e-mail at Burton.Richard@hrma-agrh.gc.ca.

Cette pratique fausse l'intention qui a donné lieu à ces normes de classification et les ministères doivent éviter d'agir de la sorte. J'aimerais insister sur le fait que la décision du Conseil du Trésor signifie que les postes principalement consacrés à la traduction, à l'interprétation simultanée ou consécutive, à la terminologie, ainsi qu'à la prestation de services de consultation langagière, devraient être confiés au groupe TR, en accord avec la définition de 1999 de ce groupe professionnel.

Si vous avez des questions sur le sujet, veuillez contacter M. Richard Burton, vice-président, Modernisation de la gestion des ressources humaines, Agence de gestion des ressources humaines de la fonction publique du Canada. On peut contacter M. Burton au (613) 952-3165 ou par courriel à l'adresse Burton.Richard@hrma-agrh.gc.ca.

La présidente,

Michelle Chartrand
President

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INTRODUCTION

This standard describes the classification plan used to determine the relative difficulty of jobs allocated to the Translation Group. It consists of an introduction, definitions of the Administrative and Foreign Service Category and the Translation Group, level descriptions, and bench-mark position descriptions.

The level description method is used to classify jobs allocated to the Translation Group. Each of the five levels in the classification plan is described in terms of the primary features used to assign jobs to the level. Jobs are regarded as being of equal difficulty and are assigned to the same level when the duties and responsibilities best correspond, on the whole, with the description of that level and the bench-mark position descriptions that exemplify the level.

Bench-mark Positions

Bench-mark position descriptions exemplify each level with the exception of level one. Each description consists of a brief summary of duties and a list of the primary duties. The bench-mark position descriptions are an integral part of the plan and are used to ensure consistency in applying the level descriptions.

Use of the Standard

Four steps are to be followed in applying this classification standard:

1. the position description is studied to ensure understanding of the position as a whole. The relation of the position being evaluated to positions above and below it in the organization is also studied;
2. the allocation of the position to the category and group is confirmed by reference to the definitions and the descriptions of inclusions and exclusions;
3. the position is tentatively assigned to a level by comparing the duties and responsibilities of the position with the level descriptions. The position is tentatively assigned to that level that best corresponds on the whole with the duties and responsibilities of the position;
4. the description of the position being evaluated is compared with the descriptions of the bench-mark positions illustrating the level tentatively selected, and comparisons are also made with the descriptions of bench-mark positions for the levels above and below the level tentatively selected, as a check on the validity of the level selected.

Some positions may not entirely correspond to the description of the level or bench-mark position, owing to specific responsibilities and requirements recognized and authorized in the organization.

CATEGORY DEFINITION

Occupational categories were repealed by the Public Service Reform Act (PSRA), effective April 1, 1993. Therefore, the occupational category definitions have been deleted from the classification standards.

GROUP DEFINITION

For occupational group allocation, it is recommended that you use [the Occupational Group Definition Maps](#), which provide the 1999 group definition and their corresponding inclusion and exclusion statements. The maps explicitly link the relevant parts of the overall 1999 occupational group definition to each classification standard.

LEVEL DESCRIPTIONSLevel 1

Training and developmental positions responsible for:

- translating selected texts. The work is subject to close revision.

Level 2

Positions responsible for at least two of the following:

- translating a variety of texts. The work is subject to selective revision or quality control;
- carrying out terminological research and analysis in different areas. The work is subject to quality control;
- revising selected texts translated by other translators or verifying the quality as required;
- verifying the quality of selected terminological research conducted by translators or other terminologists;
- carrying out simultaneous or consecutive interpretation of selected assignments (proceedings of parliamentary committees and of conferences and meetings in departments and agencies). The work is subject to evaluation.

Level 3

Positions responsible for at least two of the following:

- translating the most urgent, the most complex and the most important texts which require a high level of quality. The work is not generally subject to quality control;
- carrying out particularly complex terminological research and analysis in different areas. The work is not generally subject to quality control;
- revising a variety of texts translated by other translators or verifying the quality as required;
- verifying the quality of a variety of terminological research conducted by team members;*
- carrying out simultaneous or consecutive interpretation of the proceedings of Parliament, commissions, conferences and meetings involving government departments and agencies. The work is subject to evaluation;
- supervising the work of a team of translators or terminologists.

* Exception: the combination of two of these responsibilities is not sufficient.

Level 4

Positions responsible for:

- directing the activities of teams of translators or terminologists or interpreters in accordance with clients' needs;

or

- carrying out simultaneous or consecutive interpretation of the most prestigious, the most complex and the most important proceedings of Parliament, commissions, conferences and meetings involving government departments and agencies and evaluating the interpretation done by other interpreters.

Level 5

Positions responsible for:

- managing an organization providing language services to a clientele with particular or varied requirements (such as multilingual or specialized translation, interpretation, terminology) and requiring a significant degree of coordination.

LIST OF BENCH-MARK POSITIONS		
Bench-mark Position No.	Descriptive Title	Level
1	Translator	2
2	Translator-Interpreter	2
3	Terminologist	2
4	Senior Translator	3
5	Interpreter	3
6	Team Leader (Translation)	3
7	Team Leader (Terminology)	3
8	Senior Interpreter	4
9	Unit Head (Translation)	4
10	Unit Head (Terminology)	4
11	Director, Central Translation Services	5
12	Director, Linguistic Services	5

BENCH-MARK POSITION DESCRIPTIONS

Bench-mark position descriptions are to provide raters with guidance in the interpretation and application of the level descriptions. They were developed at the time this standard was updated to provide examples of specific job features that illustrate the category and group inclusions as well as the level descriptions.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 1

Level: 2

Descriptive Title: Translator

Summary

Reporting to a team leader, translates a variety of texts from English to French or from French to English in accordance with Translation Bureau standards; carries out terminological research related to texts being translated; revises selected texts translated by other translators or controls the quality as required; performs other duties.

Duties% of time

- | | | |
|----|--|----|
| 1. | Translates a variety of texts from English to French or from French to English in accordance with Translation Bureau standards | 70 |
| | <ul style="list-style-type: none"> - by reading the source text, - by translating the source text into the target language, using the appropriate medium, - by submitting the translation to the team leader or client, as appropriate, within the stated deadline, and - by reviewing any changes made to the translation by the team leader and discussing them, if necessary. | |
| 2. | Carries out terminological research related to texts being translated in order to clarify the meaning of terms and expressions, facilitate subsequent research, and ensure cross-cultural equivalence between source and target texts | 10 |
| | <ul style="list-style-type: none"> - by consulting specialized dictionaries, reference works, bilingual documents and, if necessary, previous translations, - by querying the terminology bank, - by communicating where necessary with the team leader, with the author of the source text, with specialists in the field concerned or with other translators, and - by participating in the establishment of a central card index. | |
| 3. | Revises selected texts translated by other translators or controls the quality as required | 10 |
| | <ul style="list-style-type: none"> - by analysing the form and content of source and target texts, - by making the necessary changes to the translation, checking for errors in spelling, grammar and style, and ensuring terminological consistency and cross-cultural equivalence between the translation and the source text, | |

- by communicating with the author, if necessary, in order to ensure that the message of the source text has been accurately conveyed in the target text,
 - by ensuring, in so far as possible, that the translation is both accurate and stylistically appropriate, and
 - by explaining to the translator, if necessary, any corrections made.
4. Performs other duties, such as providing linguistic advice to clients, and taking part in conferences, symposiums and seminars of interest to the profession.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 2

Level: 2

Descriptive Title: Translator-Interpreter

Summary

Reporting to a team leader, translates a variety of texts from English to French and from French to English in accordance with Translation Bureau standards; interprets the proceedings of parliamentary committees and other government agencies from one of Canada's official languages to the other; carries out terminological research; revises selected texts translated by other translators or controls the quality as required; performs other duties.

Duties% of time

- | | | |
|----|---|----|
| 1. | Translates a variety of texts from English to French and from French to English in accordance with Translation Bureau standards | 40 |
| | <ul style="list-style-type: none"> - by reading the source text, - by translating the source text into the other language, using the appropriate medium, - by returning the translation within the prescribed deadline, and - by reviewing changes made to the translation by the reviser and discussing them as necessary. | |
| 2. | Interprets the proceedings of parliamentary committees and other government agencies from one of Canada's official languages to the other | 40 |
| | <ul style="list-style-type: none"> - by preparing self through reading of background material and terminological research, - by listening to the speaker's words and reproducing them simultaneously in the other language, conforming to inflections, style and tone of the speaker, - by using electronic equipment designed for this purpose, and - by occasionally carrying out simultaneous "elbow" interpretation without the aid of electronic equipment. | |
| 3. | Carries out terminological research in order to clarify the meaning of terms and expressions, facilitate subsequent research, and provide cross-cultural equivalence between source and target texts within a specific context | 10 |
| | <ul style="list-style-type: none"> - by consulting specialized dictionaries, reference works, bilingual documents and, if necessary, previous translations, - by querying the terminology bank, | |

- by communicating where necessary with the reviser, with the author of the source text, with specialists in the field or with other translators, and
 - by participating in the establishment of the unit's central card index.
4. Revises selected texts translated by other translators or controls the quality as required 5
- by analysing the form and content of source and target texts,
 - by making the necessary changes to the translation, checking for errors in spelling, grammar and style, and ensuring terminological consistency and cross-cultural equivalence between the translation and the source text,
 - by communicating with the author, if necessary, in order to ensure that the message of the source text has been accurately conveyed in the target text,
 - by ensuring, in so far as possible, that the translation is both accurate and stylistically appropriate, and
 - by explaining to the translator, if necessary, any corrections made.
5. Performs other duties, such as taking part in conferences, symposiums or seminars of interest to the profession. 5

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 3

Level: 2

Descriptive Title: Terminologist

Summary

Reporting to a team leader, carries out lexical, terminological, documentary or linguistic research assignments for a variety of purposes in accordance with the unit's established work methods and practices; revises selected documents from the standpoint of terminology or language or controls the quality as required; participates, as required, in the training of newly appointed terminologists or trainees, and in information sessions aimed at various interest groups; performs other duties.

Duties% of time

- | | | |
|----|--|----|
| 1. | Carries out lexical, terminological, documentary or linguistic research assignments for a variety of purposes in accordance with the unit's established work methods and practices | 70 |
| | - by drawing up project profiles and submitting them for approval, | |
| | - by identifying appropriate work methods and practices and adapting them where necessary, | |
| | - by carrying out the necessary research and processing the collected data on the appropriate medium for the desired product, | |
| | - by providing a term-research service, | |
| | - by preparing publications tailored to the needs of the client, | |
| | - by supplying data for the terminology bank and participating in the bank's data management, and | |
| | - by participating in validation and standardization projects. | |
| 2. | Revises selected documents from the standpoint of terminology or language or controls the quality as required | 15 |
| | - by evaluating the quality of documents submitted, | |
| | - by making the required improvements and justifying them where necessary, | |
| | - by informing the superior or the client of the results of the evaluation, and | |
| | - by filling out the required evaluation reports. | |

- | | | |
|----|---|----|
| 3. | Participates, as required, in the training of newly appointed terminologists or trainees, and in information sessions aimed at various interest groups | 10 |
| | <ul style="list-style-type: none">- by preparing the necessary documents for workshops or information sessions,- by leading such workshops or information sessions,- by directing the practical assignments carried out by trainees, and- by evaluating the work done. | |
| 4. | Performs other duties, such as | 5 |
| | <ul style="list-style-type: none">- drawing up monthly activity reports and any other reports required,- attending meetings, conferences and courses, and- carrying out documentary research in order to acquire reference works and specialized documentation potentially useful for terminology work. | |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 4

Level: 3

Descriptive Title: Senior Translator

Summary

Reporting to the unit head and in direct consultation with clients, produces high quality final translations from English into French or from French into English of the most urgent, the most complex and the most important texts; as a resource person, gives advice to other translators and participates in their training and development and evaluates the quality of contract translations; performs other duties.

Duties% of time

- | | | |
|----|--|----|
| 1. | Produces high quality final translations from English into French or from French into English of the most urgent, the most complex and the most important texts | 75 |
| | <ul style="list-style-type: none"> - by reading the source text and analysing its content, style and terminology, - by consulting the client to ascertain the intended destination and impact of the translation in order to determine the level of language to use, to identify specific requirements, to obtain any additional reference material that may be necessary, and to establish deadlines, - by doing the necessary terminological and documentary research, - by consulting the terminology bank, - by ensuring that the wording of the translation clearly reflects the intent of the author of the source text, - by producing a final version that meets the client's requirements and the standards of the Translation Bureau, - by consulting at times with the unit head, clients and other translators to clarify certain passages of a text and thus ensure accuracy of the translation, - by noting terminological findings, and recording any neologisms, - by completing appropriate terminology records in the established format, with documentary and bibliographical notes, and forwarding them for entry in the terminology bank for future Bureau-wide access, and - by explaining to the client any passages in the final translation that may give rise to questions, or suggesting alternate wordings, to ensure that the accuracy and quality of the final product meet the client's requirements and the standards of the Bureau. | |

2. As a resource person, gives advice to other translators and participates in their training and development and evaluates the quality of contract translations 20
- by advising other translators on terminology, style and grammar,
 - by occasionally revising the work of other translators and, if necessary, making comments or recommendations concerning terminology and style, and
 - by acting at times as a monitor to a junior translator, checking work and providing counselling in order to help improve skills and develop knowledge of the client department's particular requirements, organization, operations and regulations.
 - participating in the work of Translation Bureau committees or working groups,
 - directing special project teams,
 - leading occasional workshops for translators or groups from outside the Public Service.
3. Performs other duties, such as 5
- reviewing work records to ensure that the standards corresponding to the level are being met, and suggesting workload adjustments to the unit head,
 - informing clients of services available from the Translation Bureau and, as required, working with them to plan projects involving the Bureau's services, and
 - attending or participating in conferences, symposiums or seminars of interest to the profession.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 5

Level: 3

Descriptive Title: Interpreter

Summary

Reporting to the unit head, carries out simultaneous interpretation and occasional consecutive interpretation, from English to French and from French to English, at conferences, parliamentary debates and board and commission meetings, or in response to the needs of government departments or agencies; translates material from English to French and from French to English in accordance with Translation Bureau standards; revises a variety of translations; performs other duties.

Duties% of time

- | | |
|---|----|
| <p>1. Carries out simultaneous interpretation and occasional consecutive interpretation, from English to French and from French to English, at conferences, parliamentary debates and board and commission meetings, or in response to the needs of government departments or agencies</p> <ul style="list-style-type: none"> - by preparing self through reading of background material and terminological research, - by listening to the speaker's words and producing them simultaneously or consecutively in the other language, while conforming to inflections, style and tone of the speaker, - by using electronic equipment designed for this purpose, and - by informing the senior interpreter, after each assignment, of any circumstances that may have impaired the quality of the work. | 80 |
| <p>2. Translates material from English to French and from French to English in accordance with Translation Bureau standards.</p> <ul style="list-style-type: none"> - by reading the source text, - by translating the source text into the other language, using the appropriate medium, - by doing the necessary research in dictionaries, specialized documents and terminology files so as to clarify the meaning of terms and expressions and ensure cross-cultural equivalence between source and target texts, - by querying the terminology bank, - by communicating where necessary with the author of the source text, with specialists in the field or with colleagues, | 10 |

- by returning the translation within the prescribed deadline, and
 - by reviewing changes made and discussing them with the reviser as necessary.
3. Revises a variety of translations 5
- by analysing the form and content of source and target texts,
 - by making the necessary changes to the translation, checking for errors in spelling, grammar and style, and ensuring terminological consistency and cross-cultural equivalence between the translation and the source text,
 - by communicating with the author, if necessary, in order to ensure that the message of the source text has been accurately conveyed in the target text,
 - by ensuring, in so far as possible, that the translation **is** both accurate and stylistically appropriate, and
 - by explaining to the translator, if necessary, any corrections made.
4. Performs other duties, such as 5
- co-ordinating the activities of a team of translator-interpreters and taking an active part in their work as required,
 - attending courses arranged by the Translation Bureau, and
 - occasionally participating in conferences, symposiums and seminars of interest to the profession.

BENCH-MARK POSITION DESCRIPTIONSummary:

Bench-mark Position Number: 6

Level: 3

Descriptive Title: Team Leader (Translation)

Reporting to the unit head, supervises the work of a team of translators, whose number and level may vary according to the nature of the work performed; translates the most urgent, the most important or the most complex texts; performs other duties.

Duties% of time

- | | | |
|----|---|----|
| 1. | Supervises the work of a team of translators, whose number and level may vary according to the nature of the work performed | 80 |
| | <ul style="list-style-type: none"> - by balacing the team's workload and co-ordinating activities with a view to meeting deadlines, - by suggesting to the translators work methods that will help improve their performance, and ensuring that each person receives the training required to work at full potential. - by encouraging and motivating them to improve their performance and attain the production objectives set for them, - by appraising their performance and suggesting any new assignments, transfers, promotions or other measures that would best serve their interests and the interests of the unit, - by analysing the form and content of source and target texts, - by making the necessary improvements to the translation, ensuring terminological consistency and checking for cross-cultural equivalence between the source and target texts, - by communicating with the author, if necessary, in order to ensure that the message has been accurately conveyed, - by explaining to the translator any changes made, - by advising team members and colleagues on problems of terminology or style, and - by ensuring that each person has access to all the information required. | |
| 2. | Translates the most urgent, the most important or the most complex texts | 10 |
| | <ul style="list-style-type: none"> - by translating the source text into the target language, using the appropriate medium, | |

- by carrying out the required research so as to ensure cross-cultural equivalence between the source and target texts, and
 - by complying with clients' deadlines.
3. Performs other duties, such as 10
- taking over the work of absent translators,
 - directing and co-ordinating terminological research for the preparation of glossaries and central terminology files, and
 - taking part in conferences, symposiums and seminars of interest to the profession.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 7

Level: 3

Descriptive Title: Team Leader (Terminology)

Summary

Reporting to the unit head, supervises the work of a team of terminologists, whose number and level may vary according to the nature of the work performed; carries out urgent or high-priority terminology assignments; performs other duties.

Duties

% of time

- | | | |
|----|--|----|
| 1. | Supervises the work of a team of terminologists, whose number and level may vary according to the nature of the work performed | 75 |
| | - by organizing and directing projects assigned to his team, | |
| | - by co-ordinating and allocating the team's activities, | |
| | - by drawing up the team's work plan on the basis of the unit's work plan, and ensuring that deadlines are met, | |
| | - by directing terminological or documentary research, | |
| | - controlling the quality of the team's work, | |
| | - by maintaining working contacts with clients, | |
| | - by evaluating team members' performance, | |
| | - by directing, when necessary, special large-scale projects. | |
| 2. | Carries out urgent or high-priority terminology assignments | 15 |
| | - by performing the necessary research as efficiently as possible, given the constraints involved, | |
| | - by preparing particularly complex files within very tight deadlines, | |
| | - by writing articles for professional or specialized journals, | |
| | - by analysing certain terminological documents for various purposes, notably project planning and storage, and | |
| | - by giving advice on matters of language and terminology to unit members, clients and others. | |

% of time

- | | | |
|----|--|----|
| 3. | Performs other duties, such as | 10 |
| | <ul style="list-style-type: none">- controlling the quality of terminological research conducted by translators,- participating in conferences, symposiums and seminars of interest to the profession,- leading workshops and information sessions for terminologists, translators and various outside groups, and- carrying out administrative duties assigned by the unit head. | |

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 8

Level: 4

Descriptive Title: Senior Interpreter

Summary

Reporting to the director, carries out simultaneous interpretation and occasional consecutive interpretation of the most prestigious, the most complex and the most important proceedings of Parliament, commissions, conferences and meetings involving government departments and agencies and heads a team of interpreters; evaluates the work of both in-house and freelance interpreters; assumes responsibility for the selection, training and development of interpreters; performs other duties.

Duties% of time

- | | |
|--|----|
| <p>1. Carries out simultaneous interpretation and occasional consecutive interpretation of the most prestigious, the most complex and the most important proceedings of Parliament, commissions, conferences and meetings involving government departments and agencies, and heads a team of interpreters</p> <ul style="list-style-type: none"> - by preparing self through reading of background material and terminological research, - by listening to the speaker's words and reproducing them simultaneously or consecutively in the other language, while conforming to his inflections, style and tone, - by advising new interpreters on ways of improving their performance, - by helping the team provide the best possible interpretation service, and - by taking on a fair share of the workload. | 40 |
| <p>2. Evaluates the work of both in-house and freelance interpreters</p> <ul style="list-style-type: none"> - by monitoring their performance, - by recommending standards for the accreditation and decertification of freelance interpreters, - by appraising the interpreters' performance and setting objectives for them, and - by preparing annual performance appraisals for in-house interpreters and periodic reports on the performance of freelance interpreters. | 35 |

	<u>% of time</u>
3. Assumes responsibility for the selection, training and development of interpreters	20
- by developing training and development programs in accordance with the policies, objectives and mandate of the Translation Bureau,	
- by preparing, administering and making tests, examinations and competitions,	
- by organizing training courses, and	
- by advising senior management on training and development needs.	
4. Performs other duties, such as acting as "consulting interpreter" and carrying out special projects.	5

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 9

Level: 4

Descriptive Title: Unit Head (Translation)

Summary

Reporting to the director, directs the activities of a translation unit; establishes and maintains relations with its clients; translates if necessary the most urgent, the most important or the most complex texts and controls the quality of complex translations; performs other duties.

Duties% of time

- | | |
|--|----|
| 1. Directs the activities of a translation unit | 60 |
| - by receiving texts from clients and allocating them among the teams according to the skills and workloads of individual translators, | |
| - by establishing priorities and production objectives so as to maximize the unit's output, | |
| - by co-ordinating the work of teams and adapting work methods and procedures to specific requirements, | |
| - by checking the translators' work and accepting or rejecting it on the basis of Translation Bureau standards, | |
| - by periodically checking each translator's output and ensuring that texts are returned promptly to clients, | |
| - by forecasting the unit's personnel, office space and supply requirements, and reporting these to the appropriate officials, | |
| - by directing the organization of a library and a terminology card index to facilitate the translators' research and help them improve their performance, | |
| - by implementing the work plan and monitoring progress, | |
| - by participating as a member of selection boards for staffing positions within the unit, | |
| - by assigning employees to the various work stations, | |
| - by overseeing the training of the unit's staff so that each employee can develop full potential, | |
| - by motivating the translators and encouraging them to improve their performance and maintain harmonious relations within the group, | |

- by periodically preparing the translators' performance appraisals, pointing out in them their individual achievements and opportunities for career development, and suggesting new assignments, transfers or promotions, as appropriate, and by discussing their appraisals with them, and
 - by making the best possible use of the unit's human resources and helping each employee achieve full potential.
2. Establishes and maintains relations with the unit's clients 20
- by communicating with clients to determine their needs,
 - by establishing priorities, and
 - by providing them with the translation service they require.
3. Translates if necessary the most urgent, the most important or the most complex texts and controls the quality of complex translations. 10
4. Performs other duties, such as 10
- taking over the work of absent staff,
 - participating in specialized research,
 - occasionally attending conferences, symposiums and seminars of interest to the profession, and
 - directing special projects.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 10

Level : 4

Descriptive Title: Unit Head (Terminology)

Summary

Reporting to the Director of Terminology and Linguistic Services, directs the activities of a terminology unit; organizes and maintains working relations between the unit and its clients; controls the quality of complex assignments and, when necessary, carries out urgent or high-priority terminology assignments; performs other duties.

Duties

% of time

- | | |
|---|----|
| 1. Directs the activities of a terminology unit | 65 |
| - by analysing and evaluating clients' needs, | |
| - by setting priorities and drawing up the work plan in such a way as to optimize the unit's performance, | |
| - by forecasting the unit's needs in terms of human, financial and material resources; | |
| - by creating teams in such a way as to make the most effective use of resources and to maintain motivation and a positive work atmosphere, | |
| - by allocating assignments among the teams according to the skills and workloads of individual members, | |
| - by co-ordinating the teams' work, and adapting work methods and procedures to specific requirements, | |
| - by ensuring that deadlines are met, | |
| - by implementing the unit's work plan and monitoring progress, | |
| - by planning, co-ordinating and controlling the training and development of the unit's staff so that each employee can develop his full potential, | |
| - by performing administrative duties related to personnel, notably staffing and classification, | |
| - by sitting on selection boards to staff positions within the unit, and | |
| - by evaluating subordinates' performance, indicating their concrete achievements and opportunities for development, suggesting any new career orientations, transfers or promotions, and discussing their evaluations, and | |
| - by making the best possible use of the unit's human resources and helping each employee to achieve his full potential. | |

	<u>% of time</u>
2. Organizes and maintains working relations between the unit and its clients	20
- by establishing an effective communication system for discussing clients' needs,	
- by setting work priorities, and	
- by providing the appropriate services.	
3. Controls the quality of complex assignments and, when necessary, carries out urgent or high-priority terminology assignments.	10
4. Performs other duties, such as	5
- participating in special projects,	
- representing the Bureau at symposiums or conferences, and	
- giving advice on professional and administrative matters.	

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 11

Level: 5

Descriptive Title: Director, Central Translation Services

Summary

Reporting to the Director General, manages a central translation services directorate which delivers translation services and language advice in specialized areas to all federal government departments and agencies; co-ordinates the services provided by the directorate to clients and ensures liaison between the directorate and its clients; performs other duties.

Duties% of time

- | | | |
|----|---|----|
| 1. | Manages a central translation services directorate which delivers translation services and language advice in specialized areas to all federal government departments and agencies | 65 |
| | <ul style="list-style-type: none"> - by planning and drawing up the directorate's program of activities in order to implement the Bureau's policy on translation services and language advice, - by setting the translation units' service and performance objectives, - by preparing and distributing administrative directives needed to attain the objectives, - by estimating the cost of planned services and drawing up the corresponding budgets, - by setting up an expenditure control system and authorizing large expenditures, - by evaluating the translation units' efficiency and effectiveness and recommending measures to increase productivity or improve the quality of services provided and, if necessary, changing the existing organizational structure or reallocating resources, - by establishing a service policy in accordance with the Bureau's priorities, - by co-ordinating the activities of the directorate with those of other directorates in the Bureau, and - by setting up the necessary control mechanisms to ensure that the Bureau's service and quality requirements are met. | |
| 2. | Co-ordinates the services provided by the directorate to clients and ensures liaison between the directorate and its clients | 25 |
| | <ul style="list-style-type: none"> - by analysing the needs of a varied clientele in order to plan delivery of services and allocation of resources, | |

- by acting as the Bureau's representative in drawing up co-operative agreements with client organizations to increase the efficiency and effectiveness of the services provided by the directorate, and
- by communicating regularly with managers in the directorate and officials of client organizations to assess the degree of client satisfaction and identify new needs that will enable the development of new service strategies.

3. Performs other duties, such as

10

- advising the Director General on the Branch's service policies and administration,
- representing the Bureau, the Department or, on occasion, the federal government at important meetings in Canada or abroad,
- planning and directing large-scale projects for the Bureau, and
- sitting on or chairing various intersectoral committees, such as the accreditation committee.

BENCH-MARK POSITION DESCRIPTION

Bench-mark Position Number: 12

Level: 5

Descriptive Title: Director, Linguistic Services

Summary

Reporting to the Director of Terminology and Linguistic Services, administers a directorate responsible for quality control of texts translated by in-house or freelance translators, marking of examinations, training and development of translators and terminologists, preparation of instructional materials, and dispensing of linguistic advice to the Bureau's translation units, other government services and the general public; co-ordinates the services provided by the Linguistic Services Directorate (LSD), and maintains relations between the Directorate and its clients; performs other duties.

Duties% of time

- | | |
|---|----|
| <p>1. Administers a directorate responsible for quality control of texts translated by in-house or freelance translators, marking of examinations, training and development of translators and terminologists, preparation of instructional materials, and dispensing of linguistic advice to the Bureau's translation units, other government services and the general public</p> <ul style="list-style-type: none"> - by analysing the needs of a varied clientele in order to plan the provision of services and the allocation of resources, - by planning and drawing up the Directorate's work plan and the program of activities of the units that make up the LSD in order to provide the services requested by clients, - by setting service and performance objectives for the Directorate's managers, - by issuing and distributing administrative directives needed to attain these objectives, - by evaluating the units' efficiency and effectiveness and recommending measures to increase productivity or improve the quality of services provided, and if necessary changing the existing organizational structure or reallocating resources, - by establishing a service policy in accordance with the Bureau's priorities, - by co-ordinating the Directorate's activities with those of the Bureau's other sectors, - by validating and, where necessary, modifying evaluation and training procedures, along with the related management information systems, - by ensuring that the Continuing Evaluation Survey (CES) operates smoothly and that the results are passed on to the proper authorities for subsequent inclusion in Part III of the Estimates, - by setting up the necessary control mechanisms to ensure that the Bureau's service and quality requirements are met, | 65 |
|---|----|

% of time

- by forecasting the Directorates' needs in terms of human, financial and material resources,
 - by allocating staff to the various units in such a way as to make the most effective use of resources and to maintain a positive work atmosphere,
 - by planning, co-ordinating and controlling the training and development of the Directorate's staff so that each employee can develop full potential,
 - by performing administrative duties related to personnel, notably staffing and classification,
 - by sitting on selection boards to staff positions within the Directorate,
 - by drawing up the Directorate's budget,
 - by setting up and implementing an expenditure control system, and
 - by authorizing major expenditures.
2. Co-ordinates the services provided by the Linguistic Services Directorate and maintains relations between the Directorate and its clients 25
- by communicating regularly with unit heads in the operational sector and officials of client organizations to assess the degree of client satisfaction and identify new needs that will enable him to develop new service strategies,
 - by drawing up, as a representative of the Bureau, co-operation agreements with a varied clientele to increase the efficiency and effectiveness of the services provided by the Directorate,
 - by co-operating with Translation Operations, Personnel and Service Contracts managers in resolving contentious evaluation cases, and by communicating, if necessary, with the translators or firms concerned,
 - by administering the Official Languages and Translation Sector's program of practicums in translation and terminology,
 - by establishing and maintaining contact with representatives of foreign governments, with officials from Canadian universities offering translation or terminology programs, and with managers of units hosting trainees,
 - by assigning trainees to different host units according to their skills, backgrounds and availability,
 - by monitoring the trainees' progress,
 - by making an assessment of the practicum once it has been completed, and
 - by forwarding the results and evaluations to the representatives of the foreign governments or to the Canadian university officials, as the case may be, and to the Bureau's senior management.

% of time

3. Performs other duties, such as

10

- advising the Bureau's senior management on the LSD's service guidelines and administration, on linguistic and translation quality standards, on training policies, needs and activities, and on language and translation issues,
- representing the Bureau, the Department or, on occasion, the federal government at important meetings, symposiums or congresses held in Canada or abroad,
- planning and directing large-scale projects for the Bureau, and
- sitting on or chairing various intersectoral committees, such as the accreditation committee and the recruitment committee.