

Job Posting Detail

Posting Title: Supervisor, CART & Interpreting Services (4560U) #23242

Requisition: 23242

Department: Disabled Students Program

Location: Main Campus-Berkeley

About Berkeley

The University of California, Berkeley, is one of the world's most iconic teaching and research institutions. Since 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world. Berkeley's culture of openness, freedom and acceptance—academic and artistic, political and cultural—make it a very special place for students, faculty and staff.

Berkeley is committed to hiring and developing staff who want to work in a high performing culture that supports the outstanding work of our faculty and students. In deciding whether to apply for a staff position at Berkeley, candidates are strongly encouraged to consider the alignment of the Berkeley Workplace Culture with their potential for success at <http://jobs.berkeley.edu/why-berkeley.html>.

Application Review Date

The First Review Date for this job is: 5/26/2017

Departmental Overview

The Disabled Students' Program (DSP) is recognized for its commitment to ensuring that all students with disabilities have equal access to educational opportunities at UC Berkeley and helps students to achieve academic success through its programs. The Supervisor, Communication Access Real-time Translation Services is responsible for overseeing all aspects of its operations with regard to providing CART Services, video and web based captioning, and sign language interpreting for deaf and hard-of-hearing students. This position is responsible for providing supervision and leadership to CART captioning staff, planning and ensuring production standards (98.5% accuracy for real-time, and DCMP standards for video and web based captioning) are met; and developing and implementing workflows (for video and web based captioning) so that qualifying students receive legally mandated accommodations in accordance with state and federal law to ensure their access to their academic programs. Provides consultation and training to faculty, students, Media Resource Center and Educational Technology Services, and campus departments to improve the accessibility of video and web based information. Provides CART, and video and web based captioning to qualifying students, or University related events.

Responsibilities

SUPERVISION

Interviews, selects, and provides day-to-day supervision of CART and sign language interpreting staff (covered by UPTX-TX bargaining unit). Develops and assigns work schedules for staff. Conducts ongoing performance evaluations. Recommends corrective action as appropriate. Provides leadership and direction to staff in assigned service areas.

Develops and implements workflows, work plans, and tracking system for the provision of CART captioning, video and web based captioning, and sign language interpreting requests.

Assigns and tracks video and web-based captioning assignments to ensure completion within specified deadlines. Conducts spot checks for quality review. Researches and resolves syncing issues that arise.

Develops, and maintains vendor agreements with outside agencies. Works with outside agencies as necessary to provide remote real-time captioning or transcripts for video/web based materials, and sign language interpreting services for regularly scheduled courses and academically related needs. Follows up to resolve service related issues or problems as necessary. Reviews and approves invoices for payment.

Ensures that course transcripts are posted within timeframes as specified in the CART Guidelines to Learning Management System (LMS) sites, and the backup of workfiles.

Ensures that staff and vendors receive access to appropriate assignment preparation materials. When information and materials are not otherwise available through university/departmental resources, identifies and submits purchase order requests.

Ensures that students receive timely and effective services. Conducts observations (in class or remote) as well as periodic, or regular reviews of transcripts for quality assurance purposes. Applies stenographic theory to provide feedback, coaching, and training to CART staff on applicable strategies and/or techniques for providing effective real-time services.

Provides instruction and training to CART staff on Descriptive and Captioned Media Program Standards (DCMP) to incorporate sound effects, music, speaker identification, special presentation of auditory information, and numbers within the transcript in order to properly caption video/web₂₄

based materials; and specialized audio transcription software (e.g. MacCaption, VLC Media Player, ExpressScribe, and YouTube); and for using projected captioning technology (e.g. Text on Top).

ACCESSIBILITY COLLABORATION

Works in collaboration with course instructors, and campus units (e.g. Media Resource Center, Educational Technology Services, and Campus Accessibility Services) to ensure that appropriate support and resources are in place to effectively meet the captioning needs of deaf and hard of hearing students.

Initiates contact with course instructors to advise when CART or sign language interpreting services will be assigned to the course. Requests staff access to course LMS site.

Works with course instructors and students in advance, when remote captioning is utilized concerning technical, logistical and login information.

Works with Educational Technology Services (ETS) to ensure that in-class microphones and audio streaming is operational for remote captioning needs. Works with remote captioning agencies to provide audio stream information and to establish student login permissions. Works with ETS and remote captioning agencies to resolve any technical difficulties.

Collaborates with Disability Specialist to promptly address issues impacting the provision of services.

CAPTIONING

Applies stenographic theory, in conjunction with stenographic equipment and software, to provide CART services at a rate of no less than 200 words per minute with 98.5% accuracy (with appropriate dictionary) and video/web-based captioning.

Communication Access Realtime Translation (CART) Services

Provides CART Services in various subject areas and settings that include, but are not limited to: lectures, discussions, recitations and laboratory sections; student meetings with professors, instructional staff or academic advisors, campus events/activities, and public ceremonial events.

Video and Web-based Captioning

Transcription of audio files

Extracts MP4 file from DVD or web-based media. Imports MP4 file for transcription.

Uses stenographic translation software to produce verbatim, unedited transcript of audio files.

Uses specialized audio transcription software (e.g. Stenographic software, ExpressScribe, and YouTube) to apply Descriptive and Captioned Media Program Standards (DCMP) to incorporate sound effects, music, speaker identification, special presentation of auditory information, and numbers within the transcript.

Reviews, proofreads, and edits transcript to ensure accuracy and effectiveness consistent with applicable DCMP standards (i.e., captioned media).

Synchronization of captions with audio files

Uploads and synchronizes MP3 and/or MP4 files and .txt format files using specialized software (i.e. YouTube, MacCaption, VLC Media Player, ExpressScribe, and QuickTime Player). Sends complete YouTube link, or QuickTime file to instructor of record (or designated proxy).

ASSIGNMENT PREPARATION

Develops, maintains, and updates master CART dictionary with specific terminology for assigned work. Prepares CART dictionary that contains specific terminology for assigned work. Arrival, setup and breakdown of equipment is included.

Ensures that assignment specific terminology translates clearly during real-time CART services.

Creates and maintains DSP - Learning Management System (LMS) special purpose accounts to upload and distribute unedited CART transcripts to students.

PROGRAM DEVELOPMENT

Develops and recommends departmental guidelines applicable to the duties assigned.

Researches, identifies, develops, and implements best practices for providing CART and captioned media services. Researches new equipment and technology to improve services.

Incorporates Business Process Improvement (BPI) methods to enhance and document workflows.

Maintains and updates software licenses, laptops, tablets, steno machines, laptop stands, tripods, projectors, microphones and software. Replaces equipment as needed. Works with Campus Shared Services (CSS) IT Support to load and maintain up-to-date software.

Keeps abreast of all new changes and developments in the field of higher education as applicable to the functions assigned with an emphasis with real-time captioning and captioned media.

Other duties as assigned.

Required Qualifications

Education/Training:

- Bachelor's degree in related area and/or equivalent experience/training.
- Completion of training from a NCRA (National Court Reporters Association) recognized Court Reporting Institution.
- Certifications: CCP, CSR, and/or RPR

Knowledge/Skills:

- Minimum 2 - 3 years Supervisory experience leading a team of highly trained technical staff
- Experience with recruitment, identification of top talent, and ability to select highly qualified CART Providers with varied backgrounds and levels of experience
- Ability to develop and implement work standards, monitor quality of work, and create an environment of collaboration, trust, and teamwork
- Demonstrated leadership skills in training and guiding employees on Real-Time Captioning techniques. Motivates and inspires staff to expand knowledge base, dictionary, and pursue professional development
- Proven ability to prioritize effectively to meet competing priorities in a complex, challenging environment. Ability to organize schedules, assign staff, and meet course criteria in a timely and efficient manner
- Advanced interpersonal skills. Ability to interact effectively with faculty, staff, and students at all levels, work collaboratively and act persuasively in sensitive situations, and utilize conflict management techniques, when needed
- Excellent communication skills (both verbal and written) and judgment to effectively lead, motivate and influence others at all levels of the organization while maintaining high quality standards in a student focused environment
- Critical thinking and analytical skills; ability to quickly evaluate complex situations and identify options for resolution
- Strong work ethic, professionalism, and political acumen to effectively lead and persuade others
- Excellent attention to detail, organization, and multitasking skills
- A combined master and case dictionary of at least 100,000 entries
- Advanced proficiency with stenographic software (e.g., Stenocat, Case Catalyst, Eclipse, etc.)
- Proven ability to provide real-time captioning at a rate of no less than 200 words per minute with 98.5% accuracy in a college/university environment
- Professional skills in the field of Communication Access Real-Time Translation with experience covering various college/university subject areas including upper division and graduate level coursework
- Knowledge of DCMP standards as applicable to the duties assigned and ability to effectively apply theory
- Advanced computer proficiency and analytical skills, including MS Word, Excel, Adobe Professional, and Google Business Solutions
- In-depth knowledge of captioning software and technologies to promote a wide-range of teaching and learning goals
- Experience with video and web-based captioning
- Must function effectively in both a Mac and PC environment

Preferred Qualifications

- Advanced knowledge of DCMP standards as applicable to the duties assigned
- Advanced knowledge of specialized technologies used for video and web-based captioning (e.g. ExpressScribe, YouTube, VLC Media Player, MacCaption, QuickTime)
- Knowledge of state, federal laws and regulations as applicable to the duties assigned.
- Prior experience working with represented staff in a collective bargaining environment

Salary & Benefits

The salary range for this position is \$71,000.00 to \$86,000.00

For information on the comprehensive benefits package offered by the University visit:

<http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html>

How to Apply

Please submit your cover letter and resume as a single attachment when applying.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant see: http://www.eeoc.gov/employers/upload/poster_screen_reader_optimized.pdf

For the complete University of California nondiscrimination and affirmative action policy see:

<http://policy.ucop.edu/doc/4000376/NondiscrimAffirmAct>