



**English/Spanish Translation Specialist – Community First Health Plans**

**Job Class:**

**Revised:**

**POSITION SUMMARY/RESPONSIBILITIES**

Works as part of the Corporate Communications & Experience team to support Community First Health Plans (Community First) marketing efforts and communications. The translator is responsible for converting written material from English to Spanish while maintaining the original meaning, format, and tone. This includes effective translation of copy generated by others and proofreading/editing material submitted for review before final publishing. The translator will ensure all communications and materials distributed by Community First are accurately translated and relatable to the intended audience.

**FUNCTIONS/BEHAVIORS**

1. Performs accurate English to Spanish translations for companywide communications. Ensures translated content has been adjusted accordingly to resonate with and be understood by the Spanish-speaking target audience using the appropriate regional dialect. (E, 40%)
2. Follows established internal language guidelines and compiles terminology and information to be used in translations, including technical terms such as those for health care-related material. Note cultural differences and nuances that could impact translations and interpretations. (E, 15%)
3. Writes and rewrites effective Spanish copy for print and web materials including but not limited to flyers, brochures, web copy, and other content. Check translations of technical terms and terminology to ensure that they are accurate and remain consistent throughout translation revisions. (E, 15%)
4. Review and proof Spanish print and web content, graphics, and videos. Check original texts or confer with authors to ensure that translations retain the content, meaning, and feeling of the original material. (E,10%)
5. Develop deep understanding of our Spanish target audiences; ensuring content presented on channels resonates with brand strategy and voice. (E,10%)
6. Maintains alignment of assets and communications to ensure brand consistency. (E,5%)
7. Performs other related duties associated with the functions of the Corporate Communications & Experience Department. (E, 5%)
8. **Demonstrates competence to perform assigned and general customer assistance responsibilities in a manner that meets the age-specific and developmental needs of customers encountered. (E)**
9. **Appropriately adapts work and customer assistance methods to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of customers served by the department. (E)**
10. **Supports University Health System mission, vision and values. Demonstrates established customer service behaviors and standards. Treats all customers with courtesy, dignity, respect and professionalism. (E)**

**SUPERVISION**

Direct supervision is received from the Content Development Manager in the Creative Services Division.

**EDUCATION/EXPERIENCE**

Minimum of 5 years' experience directly related to Spanish interpretation and translation. Highly proficient in both English and Spanish vocabularies typically used in health care, health insurance, or medical context. Bachelor's degree in Spanish, linguistics, translation studies, communications, public relations, marketing, or journalism is preferred, or Associate or Certification in a translation/interpretation or related field. Excellent translation, editing, and proofreading skills in Spanish a must. Experience with social media, SEO, and email marketing platforms a plus.

**ACCURACY**

High level of accuracy and attention to detail necessary for health plan members to understand their benefits, coverage, and for informed decision-making, and for potential members to understand available plan options.

**EQUIPMENT**

Must be proficient in use of Microsoft Office. Experience with Adobe Creative Suite is a plus.

**WORKING CONDITIONS**

Works in a typical office environment. Subject to frequent interruptions, deadlines and decisions. May be required to work irregular hours, including assisting with special events. Occasional travel may be required.

**OTHER**

Must use mature judgment and discretion in interactions with health plan members, providers, visitors, and colleagues. Must also successfully complete the pre-employment/post job offer health screening examination, and the annual screening, each year thereafter, as an employee.

**HOW TO APPLY**

Community First Health Plans is part of University Health. All job applications are received through University Health Human Resources. [Click here to apply to this job.](#)