



REAL TIME CAPTIONER

DEFINITION

Under general supervision, provides real time captioning to students who are deaf or hard of hearing; performs remote and in-classroom captioning services related to various technical or specialized subject matters that require a skilled level of captioning techniques; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Deaf and Hard of Hearing Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level technical classification responsible for accommodating deaf and hard of hearing students with real time captioning of classroom lectures, academic activities and campus events. Positions at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the procedures and policies of the assigned function. Successful performance of the work requires a combination of specialized training, skills, certification and experience.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides remote and in-classroom captioning service for lectures, academic activities, and other campus events using a stenographic machine; ensures speedy delivery with a high level of accuracy; uses internet, audio equipment and software to deliver captions in a format that is accessible by students on their electronic devices; troubleshoots internet, equipment, and software issues to ensure uninterrupted delivery of captions.
- Develops transcripts from captions using captioning and transcription software; maintains and updates dictionary; proofreads and edits for accuracy; makes transcripts available to students within one to two days.
- May perform captioning for materials on various media such as DVD and online streaming pending administrative approval; requests duplication permissions from copyright holders; delivers captioned material to instructor.
- Keeps abreast of changes in industry practices and emerging technologies by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, and/or participating in professional organizations or conferences.
- Assists in the training of new staff.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Court reporting methods and theories.
- Methods and procedures of operating computers and peripheral equipment related to real time captioning.

- Various captioning software applications, including transcription software, and other related applications.
- NCRA Code of Professional Ethics and guidelines for Communication Access Realtime Translation (CART) providers specific to the interpreting/CART environment.
- Working knowledge of the Americans with Disabilities Act.
- Current trends and development in the captioning field.
- Appropriate roles and individual responsibilities relating to captioning for deaf and hard-of-hearing persons.
- Deaf cultural and general issues in the field of deafness.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Recordkeeping principles and procedures.
- Modern office practices, methods, computer equipment and software relevant to work performed.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Operate a stenographic machine to caption at a rate of 200 words or more per minute with 97% accuracy.
- Develop, maintain, and expand a thorough dictionary of at least 30,000 entries to ensure accurate translation.
- Stay focused to maintain speed and accuracy and deliver uninterrupted service.
- Set up, troubleshoot and operate assigned departmental equipment.
- Provide assistance and information to staff on the availability and uses of instructional materials and equipment.
- Effectively use computer systems, software, and modern equipment to perform a variety of work tasks.
- Troubleshoot, diagnose, and solve hardware and software problems.
- Apply new developments in the technology and information related to captioning.
- Assess individual situations to determine the needs of each deaf or hard-of-hearing student.
- Communicate effectively with faculty, staff, and students.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Understand and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize own work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade supplemented by completion of a Court Reporting Program and three (3) years of real time captioning experience, preferably in an educational setting.

Licenses and Certifications:

- Possession of, or ability to obtain, one of the following certifications: Court Reporting Certificate of Completion or Certified Communications Access Realtime Translation (CART) Provider or Certified Realtime Captioner certification through the National Court Reporters Association.

PHYSICAL DEMANDS

Must possess mobility to work in a standard classroom setting and use closed captioning and standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to above-mentioned equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-57

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021