



## Mayor's Office of Immigrant Affairs

**Position Title:** Language Access Specialist – Urdu

### The Agency You'll Join:

The NYC Mayor's Office administers all city services, public property, most public agencies, and enforces all city, state, and federal laws within New York City. New York City's Mayor, Eric Adams is head of the executive branch of New York City's government. Mayor Adams has served the people of New York City as an NYPD officer, State Senator, and Brooklyn Borough President. The Adams' Administration is leading the fight to make New York City's economy stronger, reduce inequality, improve public safety, and build a stronger, healthier city that delivers for all New Yorkers. As an agency, we value fairness, helpfulness, transparency, leadership and build our teams around these values. For current job opportunities visit our [careers page](#)

### The Team You'll Work With:

The Mayor's Office of Immigrant Affairs (MOIA) promotes the well-being of immigrant communities by recommending policies and programs that facilitate successful integration of immigrant New Yorkers into the civic, economic, and cultural life of the City. MOIA spearheads other initiatives, such as IDNYC, to expand equity and empowerment for immigrant communities. The work of the Office cuts across a broad range of issues citywide—for example, workers' rights, health equity, and language access—and MOIA works closely with sister cities around the country to promote immigrant inclusion.

MOIA's Language Services Team ensures that materials are translated, and events are accessible to limited English speakers with the support of in-person interpreters, and city agencies' staff have access to telephonic interpretation 24/7.

The Language Access Specialist role is a new unique exciting opportunity for an individual who is looking to engage with the Polish-speaking immigrant community and who enjoys the challenges involved in translation. The Language Access Specialist will play an important role ensuring that the Office of the Mayor fulfills its goal of improving language access across New York City.

### The Problems You'll Solve

Reporting directly to the Language Services Manager, you will spend part of your time in the office translating a variety of documents into Urdu. Another important part of this role requires attending a variety of offsite community events to support MOIA's engagement and learn about language access needs.

- Translating into Urdu a vast range of communication materials, working with Computer-Assisted Translation (CAT) tools. Materials include, but are not limited to, website content, fact sheets, flyers, information on services, social media posts, press releases, PowerPoint presentations, marketing campaigns, subtitles for videos, etc.
- Reviewing translated materials for accuracy and consistency and appropriateness for the target communities; recommending and/or providing edits.
- Serving as a language access bridge to the Urdu-speaking immigrant community, which includes



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understanding their language needs, and ways to improve communication with the community.

- Recommending best practices to communicate effectively with Urdu speakers; developing and disseminating guidance materials and may also include conducting presentations as needed.
- Updating glossaries, translation memory, and style guides based on community feedback.
- Engaging with community-based organizations regarding translation needs and eliciting feedback on current materials.
- Providing other support to the Language Services Team as needed by helping to train staff on language services, attending community events to help set up, distribute, and collect interpretation equipment, and coordinate interpreters, assisting with social media communications, voiceovers, project management, and typesetting.
- Attend and support external-facing events and meetings with Urdu-speaking communities.
- Assist with monthly and yearly reporting of translation indicators.
- Support other projects, as necessary.
- Work occasional evenings.

## About You

### Minimum Qualification Requirements:

- You have native ability in Urdu (including excellent writing and editing ability) as well as fluency in English.
- You are familiar with Pakistani culture and Urdu language usage within United States.
- You have the ability to communicate complex messages into clear simple language.
- You have the ability to prioritize and work in a fast-paced environment with firm deadlines.
- You have excellent project management and organizational skills.
- You have strong English written, verbal, and interpersonal communication skills.
- You have diplomacy, tact, and excellent judgment.
- You are a self-starter who can take initiative and work both individually and collaboratively as part of a team.
- You have the ability to follow direction and accept feedback.
- You can successfully pass a translation test.

### Preferred Qualifications:

- You have a degree from an institution in a country where Urdu is the official language.
- You have a four-year degree from an accredited university in Translation or related field.
- You have experience translating/transcreating English marketing campaigns into Urdu.
- You have experience working with immigrant communities.
- You have experience with WebEx, Zoom and/or Microsoft Teams.
- You have experience using CAT tools, such as SDL Trados Studio, MemoQ, Smartling, or willingness to learn.
- You have familiarity with graphic design applications, such as Adobe InDesign, Illustrator, Photoshop, etc.)



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### Salary

The City of New York Office of the Mayor's compensation package includes a market competitive salary, equity for all full-time roles and exceptional benefits. Our cash compensation range for this role is

**\$52,000 Min Salary – \$55,000 Max Salary.**

Final offers may vary from the amount listed based on candidate experience and expertise, and other factors.

[Apply here!](#)

### Equal Opportunity | Diversity Equity & Inclusion Statement

The Office of the Mayor is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

The Adams Administration values diversity — in backgrounds and in experiences that is reflective of the city it serves. Applicants of all backgrounds are strongly encouraged and welcome to apply.

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by EEO at

[EEO@cityhall.nyc.gov](mailto:EEO@cityhall.nyc.gov).

**New York City Residency Is Required Within 90 Days of Appointment**