HUMAN RESOURCES DIVISION
CIVIL SERVICE UNIT
BILINGUAL SELECTIVE CERTIFICATION

Pursuant to M.G.L. c. 31 § 21 provides that the Personnel Administrator may limit eligibility to appear on a certificate for original appointment to persons who are fluent in a specified foreign language commonly spoke among the constituency to be served.

Personnel Administration Rule .08(6) provides that if a requisition is made calling for persons having specialized and job-related qualifications in addition to the general qualifications already tested by an examination, the Personnel Administrator of the Human Resource Division (HRD) may, subject to review and approval, issue a selective certification of names only of such specially qualified persons from the appropriate eligible list.

Such selective certifications have been authorized in instances in which an Appointing Authority can clearly document that individuals in a particular title must have the additional qualification of fluency in a language other than English in order to adequately serve their constituency.

To initiate HRD's review of a bilingual selective certification request, the Appointing Authority must file a completed bilingual selective certification Questionnaire documenting such need. The completed questionnaire and any supporting documentation are then analyzed by HRD. Based upon the information provided relative to the non-English speaking population served and the nature and frequency of contact with that population exercised by those in the title, a determination will be made as to whether a selective certification may be issued.

The municipality demonstrates the need, HRD will issue a selective certification. If the request is lacking sufficient information to support the request HRD will notify the Appointing Authority.

A candidate's proficiency in a specified language is self-disclosed. HRD does not evaluate a candidate's fluency. It is the responsibility of the appointing authority to validate fluency as part of the selection process.

For those departments who entered into an agreement with HRD for Local Register hiring and/or established a cadet program, please note that hires from the bilingual selective certification will count towards the fifty percent maximum allowable under M.G.L. c. 31 § 59D.

Questions relative to the selective certification process may be addressed to Human Resources Division, Civil Service Unit at civilservice@mass.gov

HUMAN RESOURCE DIVISION
CIVIL SERVICE UNIT
BILINGUAL SELECTIVE CERTIFICATION QUESTIONNAIRE

MUNICIPALITY: _____ DEPARTMENT: _____
POSITION TITLE: _____ NO. of VACANCIES: _____
LANGUAGE REQUIRED: _____ REQUISITION NUMBER: _____

The following information is required for a bilingual selective certification request.

1. Please identify the constituency to be served by the employees with fluency in the requested language. _____

2. How many people will be served by employees with fluency in the requested language? _____

3. Total number of the city/town population: _____

4. Number of employees in position title with fluency in the requested language: _____

5. Number of employees in other positions with fluency in the requested language: _____

6. Total number of departmental employees: _____

7. Detail the reasons why fluency in the requested language is needed in the context of the specific duties and responsibilities of this position.
   Some examples for police officer or firefight positions are the ability to effectively communicate rules, laws, procedures, commands, information, etc. And or able to assess emergency situations through communicating in same language

   _____

   _____

8. Describe the nature and frequency of the contacts between employees in the position title and the non-English speaking members of the population served.
   Some examples of nature of contacts for police officer positions are responding to various calls, assisting members of population with inquires, traffic responses, etc.

   _____

   _____

Name of Contact Person: _____

_____ _____

Title E-mail Address

_____ _____

Appointing Authority Signature & Title Date

ATTACH COMPLETED QUESTIONNAIRE AND ANY DOCUMENTATION TO THE CIVIL SERVICE ONLINE REQUISITION