



**Bilingual Assistance Team
Volunteer Program**

City of Mesa
Mesa Fire Department

mesa·az
City of Mesa
Mesa Fire Department
Fire & Life Safety Education Office
13 West First Street
Mesa, Arizona 85201



Bilingual Assistance Team (BAT)

Scheduling

BAT volunteers make their own schedule. Stationary volunteers can volunteer Monday through Thursday from 7 a.m. to 6 p.m. and mobile volunteers can volunteer Sunday-Thursday 7 a.m. to 10 p.m. or Friday and Saturday from 7 a.m. to 12 midnight. All BAT volunteers can volunteer for occasional special events occurring on evenings and weekends.

Benefits

1. Community Involvement
2. Career Development
3. Networking with MFD personnel
4. Ride-alongs with MFD crews
5. Training opportunities
6. Invitation to annual volunteer recognition dinner

Contact Information

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Purpose

To provide quality bilingual customer service for Mesa Fire Department employees and the residents we serve.

General Duties/Responsibilities

Volunteers provide bilingual (English and Spanish) assistance to Mesa Fire Department employees as well as Mesa residents with verbal and written translations, bilingual presentations, community events, and general office assistance.

Volunteers can choose service as a stationary volunteer in Fire and Life Safety Education (FALSE) or as a mobile volunteer partnering with Connector volunteers.



Specific Duties/Responsibilities

1. Deliver group presentations (parents & preschooler) for Preschool Bilingual Program: “Familias Viajando a Seguridad”:

- Preschool Presentations: Fire, Water, Helmet & Pedestrian
- Parent Presentations: Car seat, Water, Fire, Helmet & Pedestrian, Basic First Aid



2. Senior Safety Presentations
3. Help at Community Events:
 - Health & safety fairs
 - Smoke detector distributions
 - Pachanga en la Piscina
 - Car seat inspections
 - Informational tables at community fairs
 - Other public education event requests
5. Written translation requests:
 - Translation of various documents (flyers, newsletters, brochures, letters)
6. Assist other volunteer programs as needed with verbal translations for Spanish speaking customers:
 - Community Response Team (CRT)
 - Home Safety Inspections (HSI)
 - Connectors
7. Office Assistance:
 - Phone translations with customers
 - Assist walk-in customers



Requirements

- Must be 18 years of age or older
- Possess a valid Arizona driver's license & valid motor vehicle insurance
- Consent to a background check (fingerprinting & driving record)
- Be proficient in Spanish and English at an intermediate level
- Interview which consists of a verbal and written assessment of bilingual/translation skills
- Attend mandatory training
- Volunteer for a minimum six hours per month