
HUMAN RESOURCES CREDENTIALS ANALYST

Definition:

Under intermittent direction from the director of the Human Resource Services department or designee, this position performs SCOE support of credential applications for academic personnel throughout the county, assuring compliance with California Commission on Teacher Credentialing regulations as set forth in California Education Code. The Human Resources Credentials Analyst applies technical expertise to advise individuals and school districts in all aspects of credential requirements.

Distinguishing Characteristics:

The Credentials Analyst is at the senior level within the human resources career ladder. To qualify for this position, prospective incumbents will comply with the qualifications and demonstrate the ability to facilitate credential processing and credential compliance as well as perform formal reviews for a large number of districts and individuals. Excellent communication, presentation, and customer service skills are required throughout the range of potential tasks as is coordination of a large and complex array of related tasks and responsibilities.

Supervision Exercised and Received:

Serves under intermittent supervision of the director of the Human Resources Services department or designee.

Examples of Duties and Responsibilities:

Duties and responsibilities may include, but are not limited to, the following:

- Provide support for administrators and employees regarding academic credential requirements including the process of receipt, review, and registration of approved credentials. Collaborate with administrators/districts to submit applications to the California Commission on Teacher Credentialing (CCTC) for credentials and emergency permits.
- Conduct routine audits of teacher assignments and verify credentials. Advise administrators and teachers of the potential deficiencies in credentials as well as the upcoming need for renewal. Produce, analyze and submit credential reports to the Commission on Teacher Credentialing as required.
- Counsel credential applicants regarding requirements for credential compliance.
- Serve as the Custodian of Records for SCOE's Department of Justice fingerprinting processes.
- Maintain up-to-date computerized records of all credentials and expiration dates. Make notification of impending expirations. Maintain up-to-date files of related academic requirements such as the following: California Basic Education Skills Test, tuberculosis tests, Mandated Reporter certification, and Department of Justice fingerprint clearances.
- Maintain files and take appropriate action with records (such as Notice of Delay and All Points Bulletins) received from Department of Justice for all employees of Sonoma County Office of Education.
- Prepare special or routine reports for the County Superintendent or designee as assigned.
- Maintain ongoing communications with school districts on credential procedures, law, rules, and proposed changes. Maintain up-to-date knowledge of credential requirements and procedures. May attend conferences and workshops to stay current with CCTC requirements.
- Participate as needed in job fairs or other recruitment activities to provide advice and expertise on the requirements and procedures for attaining academic credentials.
- Perform credential / assignment compliance audits on a scheduled basis, and assist districts in resolving any deficiencies.
- Serve as the Local Education Agency (LEA) credential liaison for the North Coast School of Education.
- Maintain and provide up-to-date credentialing information for districts and individuals, including workshops and handouts.
- Establish and maintain positive working relationships with the CCTC, with school districts, and with individuals.
- Assure that the credentialing office of SCOE provides excellent customer service.
- Assist and provide back-up to the Credentials Clerk and Credentials Technician(s) with tasks related to the County Office's mission, vision, goals and activities.
- Perform other duties as assigned or required to accomplish the objectives of the position.

Employment Standards

Knowledge of:

- Education issues, credentialing requirements and processes.
- Extensive knowledge of credentialing procedures, laws, regulations, and requirements.
- Extensive understanding of employment laws and credentialing procedures governing academic professionals (California Education Code, Title V).
- Math skills sufficient to compute sums, quotients, fractions, percents, and ratios.
- Sufficient human relations skill to communicate technical and highly complex concepts to others and convey a positive, service-oriented image of the department.
- Assessment and evaluation strategies for administrators and programs; goals, requirements, and guidelines of the State of California's Commission on Teacher Credentialing regarding teacher and administrative preparation programs.
- Methods of communication between agencies served by the County Office of Education on a countywide and regional, and statewide basis.
- Effective organization and communication strategies.
- Expert knowledge of office methods, practices and procedures.
- Expert English usage, spelling, grammar and punctuation.
- Standard office machines including computers.
- Written and oral communications, including language mechanics, syntax and English composition.
- Safe work practices.

Ability to:

- Comprehend, interpret and apply laws, rules, regulations, policies, procedures pertaining to programs, services and contract regulations.
- Understand the organization, operation and mission of the County Office and of outside agencies as necessary to assume assigned responsibilities.
- Research, acquire and evaluate appropriate data for effective problem solving and/or decision-making.
- Analyze situations carefully and recommend appropriate effective courses of action.
- Establish and maintain cooperative and effective working relationships with those contacted during the performance of job duties.
- Use discretion and maintain confidentiality as appropriate when communicating with others.
- Respond promptly to requests from internal and external clients; provide needed information, assistance, training, materials and resources.
- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines, including maintaining accurate records and files.
- Work independently in a variety of situations; work on several major projects simultaneously and follow through on tasks with intermittent supervision.
- Coordinate assigned projects with County Office departments, districts, schools, community and other agencies.
- Develop and maintain positive and cooperative working relationships, including having the ability to deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness.
- Utilize technology effectively.
- Communicate effectively in a professional manner both orally and in writing.
- Maintain an orderly work environment and perform tasks in prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change; demonstrate initiative.

Computer Skills:

- Extensive Word Processing skills, such as the ability to format, save files for cross-platform use and in different versions, work with toolbars, menus, and rulers, insert graphics, use borders, and print labels and envelopes
- Extensive Database skills, such as the ability to sort and retrieve records; create layouts, reports, create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records
- Extensive spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers
- Extensive email skills, including the ability to send and open a file attachment.

- Extensive Internet usage including the ability to use Netscape or Explorer to view web pages, use a search engine, bookmark a site, download a file; print out web pages, copy text, edit bookmarks, print web pages, and observe copyright regulations

Education and Experience:

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Demonstrated completion of at least a two (2) year college program which resulted in an Associates Degree or equivalent, with an emphasis in public administration or a closely related field.
- Bachelors Degree from an accredited college or university is preferred.
- Additional equivalent experience may be substituted for college education year for year.

Experience:

- Four (4) years of increasingly responsible experience in a public school or similar agency.
- Additional, progressively responsible experience in a human resources or school setting may substitute for formal education.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Positions in this classification work indoors and sit for long periods of time.
- The position requires daily oral communication in person and on the telephone, and frequent written communication.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- The work involves operating a computer, calculator, copier, and other equipment, and involves repetitive arm and hand movement.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.
- Entering data by touch requires the ability to hear computer alarms for errors.
- Forms and copies are color coded, requiring the ability to distinguish among colors.
- Requires visual acuity sufficient to recognize people, words, and numbers.
- Reaching and lifting up to forty (40) pounds, with assistance.
- Must have normal vision (20/20), corrected or uncorrected.

Work Environment:

The following conditions may be present:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

Adopted: March 26, 2018

Revised:

Approved by the Personnel Commission

Coverage by Fair Labor Standards Act

Bargaining Unit: SEIU