

Sonoma County Office of Education – Job Description

Classified

HUMAN RESOURCES CREDENTIAL CLERK

Definition:

Perform receptionist and administrative support for the Credentials Office and Human Resource Services department. Answers and directs all incoming calls on multi-line phone system. Answers basic credentialing and fingerprinting questions and refers more complex questions or issues to the Credential Technicians or Human Resource analysts. Schedules appointments, activities, and substitute orientations. Greets clients, determines nature of business, and provides appropriate forms, information or refers client to a credential technician or Human Resource analyst. Perform complex clerical duties that can be completed in an environment of constant interruptions. Receives and distributes mail and documents that are often highly confidential. Perform basic accounting tasks such as collection of fees, deposits, purchase orders, invoicing, bill reconciliation, and cost projections.

Distinguishing Characteristics:

The Credential Clerk classification is an entry level classification within the credentialing career ladder. Advancement potential exists along both the clerical and credentialing career ladders, and will require additional specialized training and experience consistent with the requirements of individual positions.

Supervision Exercised and Received:

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

Example of Duties and Responsibilities:

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

- Operates a complex multi-line telephone system to receive incoming and facilitate outgoing calls. Provides basic information on credentialing and fingerprinting inquiries. Takes and delivers messages and routes calls to appropriate staff member.
- Greets visitors and the public in person and arranges for clients to be assisted by the appropriate staff. May assist clients in completing fingerprinting forms and other related documents.
- Assists Credential Technician with maintaining a complete system of records on the status of the credentials for academic employees, including receiving and registering approved credentials with SCOE.
- Enrolls certificated substitutes into the central substitute system maintained by SCOE.
- Maintains up-to-date computerized records of all credentials and expiration dates. Makes notification of impending expirations. Maintains up-to-date files of related academic requirements such as the California Basic Education Skills Test, tuberculosis clearance, and Department of Justice fingerprint clearances.
- Facilitates group substitute orientation sessions multiple times each month.

- Prepares letters, memoranda, work orders, purchase orders, or other materials from straight copy, rough drafts or verbal instructions. May prepare handbooks, training materials, substitute packets, and other program materials.
- Assists in preparing routine and special reports for the Board or Superintendent as assigned.
- Processes routine documents of moderate complexity requiring knowledge of the terminology, policies and procedures of credentialing and fingerprinting.
- Schedules rooms for substitute orientations and other credentialing activities.
- Compiles statistical data, posts routine administrative or financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats.
- May receive, sort, and distribute incoming mail and document deliveries.
- Composes routine correspondence independently as appropriate and as time allows.
- Prepares and processes purchase orders, invoices, and similar documents.
- Maintains up-to-date knowledge of basic credential requirements and procedures.
- Reconcile end of month credit card receipts and monthly cash deposits.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

(List the kinds of knowledge the employee **must bring to the job.**)

- Basic knowledge of clerical practices, general office procedures, filing, record keeping, receptionist, and telephone techniques and etiquette, including legal formats.
- Basic knowledge of credentialing requirements and procedures.
- Basic knowledge of fingerprinting requirements and procedures.
- Basic knowledge of departmental procedures and standing instructions related to work performed.
- Working knowledge of computers and common office equipment. Intermediate word processing, database, spreadsheet, email and internet skills.
- Sufficient command of English usage, spelling, grammar, punctuation, and proofreading to prepare routine legal or professional correspondence.
- Math skills sufficient to compute sums, quotients, fractions, percents, and ratios.
- Sufficient human relations skill to communicate technical and sensitive concepts to others with tact and diplomacy and convey a positive, service-oriented image of the department.
- Safe work practices.

Ability to:

- Perform all of the relevant duties of the position with only general supervision.
- Operate personal computer, printers, and specialized database software.
- Learn, understand and apply SCOE rules, regulations and policies.
- Analyze recurring problems and apply appropriate solutions.
- Read, understand and apply information from labor contracts, and state, federal, and local laws and regulations, policies and procedures.

- Maintain confidential and sensitive information.
- Prioritize work in order to meet multiple deadlines and conflicting demands, while maintaining schedules.
- Work effectively as part of a team devoted to customer service.

Computer Skills:

- Basic 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
- Basic 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
- Basic spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers
- Basic email skills, including the ability to send and open a file attachment.
- Basic 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 provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- High School diploma or equivalent supplemented by college-level coursework or formal training in office procedures and record keeping is required.
- Formal or informal education or training that ensures the ability to read and write at a level necessary for successful job performance

Experience:

The position requires two years of experience in a clerical, reception, accounting clerical, or customer service setting, preferably in a school or personnel environment.

Physical Abilities:

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:

- 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.

Other:

- Revised: April 23, 2018
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission