BASIC FUNCTION:
Under the direction of an assigned supervisor, perform a variety of complex activities in the review and processing of documents relating to the certification of personnel to ensure compliance with credential requirements, Williams Settlement and other compliance requirement; provide technical information regarding credentialing to potential teacher candidates, school districts and other employers; oversee the processing of applications and other documents to ensure certificated personnel hold valid and proper credentials; assignment monitoring; maintain, evaluate and audit a variety of manual and automated credential files, records and reports; train and provide work direction and guidance to assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
• Assist in developing training plans and training documents; train Fresno County Superintendent of Schools (FCSS) Credential Technicians, Induction Program Personnel and District Credential Representative throughout Fresno County
• Assist in maintaining an on-line credential data information system that works in conjunction with the Human Resources and Payroll systems for the purpose of preserving permanent records, including on-line credential renewals, posting credential information on applicable websites and determining when payroll warrants are to be held.
• Attend workshops and review legislation and other publications to remain current regarding new laws, rules and regulations governing credentials; develop and implement policies and procedures to ensure compliance with established laws, rules and regulations.
• Communicate with county office personnel, school districts charter schools and outside agencies to request data, exchange information and resolve issues and/or concerns.
• Compose a variety of correspondence including inter-office and district communication, lists, notices, forms, letters, memoranda and other materials; review, process, analyze and distribute forms concerning credential applications, audits, requirements and special projects; submit mandated reports to appropriate agency or personnel according to established timelines.
• Ensure teachers and other certificated employees have proper credentials; monitor expiration date of credentials; ensure employees meet current requirements for renewal; notify certificated staff of credential expiration dates and maintain current information on credential requirements; monitor monthly expiring credentials reports; mail notifications to credential holders and notify employing districts in a timely manner.
• Establish timelines for correspondence including inter-office and district communication, lists, notices, forms, letters, memoranda and other materials; review, process, analyze and distribute forms concerning credential applications, audits, requirements and special projects.
• Maintain contact with school districts to ensure personnel are current regarding credential requirements, rules and regulations; request data, reports, Declarations, Board Agendas and Minutes; assist districts with obtaining Validation of Service.
• Oversee the processing of applications and other documents to ensure certificated personnel hold valid and proper credentials; review, verify and evaluate transcripts, records and applications to determine eligibility for credentials.
• Oversee county office quarterly and Williams Assignment Monitoring Audit; provide
training/in-services related to such audits.

- Participate in the development of credentialing procedures and activities to simplify the credentialing process; provide credential in-services as necessary or assigned; assist in the development and maintenance of credential information on the county office website.

- Perform a variety of complex activities in the review and processing of documents relating to the certification of personnel to ensure compliance with credential requirements; ensure credentialing activities comply with established guidelines, policies, regulations and procedures; respond to inquiries and provide information; advise out-of-state and out of country applicants regarding credentialing, Every Student Succeeds Act (ESSA) and Williams Settlement.

- Process various credential documents; evaluate college transcripts and employee applications; verify employee information with outside agencies as appropriate; review and process all credential applications and/or documents; provide districts with copies of necessary credentials and certificates.

- Resolve credential related issues and concerns with discretion and confidentiality; assist in resolving departmental personnel related issues and concerns with discretion and confidentiality.

- Respond to inquiries and provide information to county office personnel, districts, preschools and the public; advise out-of-state and out of country applicants regarding credentialing requirements; determine best possible manner to approach and resolve issues or concerns; provide positive, collaborative public relations and represent the organization and Human Resources Division by consistently maintaining cooperative and effective working relationships with others.

- Review and process criminal history background checks as required for the credential application process; update Everest credential records as needed regarding Subsequent Arrests, Notices of Delay, and All Points Bulletins and State Licensing Match System notifications.

- Serve as a liaison to and on the Advisory Boards of county office approved credential programs; serve as a representative on the Credentials Subcommittee of PASSCo.

- Serve as a technical resource to county office, school district, Charter School and Preschool personnel and applicants concerning credential eligibility, requirements and procedures; respond to inquiries and provide detailed information concerning related guidelines and procedures; assist applicants and employees with completing related forms.

- Train and provide work direction and guidance to assigned personnel; provide technical assistance to Human Resources staff, Credentials Technicians and others concerning credential procedures and requirements; delegate necessary credentials paperwork to technicians.

- Work in collaboration with county office and district Human Resources personnel, Credential Technicians, Induction Programs and the Curriculum & Instruction Department, outside agencies, and Institutes of Higher Education (IHE’s), prisons, governmental agencies and various outside organizations to exchange information, coordinate activities and resolve issues or concerns.

- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.

- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.

- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.

- Keyboarding at an acceptable rate to complete reports and correspondence required by the position.

- Maintain a safe work environment.
• Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
• Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
• Serve as a technical resource concerning assigned program, function or instructional area.
• Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:
• Ability to work on a flexible schedule as assigned.
• Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle. Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
• Perform related duties as assigned.
• Travel may be required for training within California.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
• California Commission on Teacher Credential (CCTC) Assignment Monitoring and Review (AMR)
• ESSA Compliance Guidelines.
• Mathematical computations.
• Practices and procedures related to certificated personnel.
• Principles of training and providing work direction.
• Record-keeping and report preparation techniques.
• State of California credential requirements and procedures.
• Strong analytical/problem solving skills.
• Williams Settlement – Compliance and AMR.
• Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
• State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
• Theoretical and technical aspects of field of specialty.

ABILITY TO:
• Considerable ability to develop and maintain effective working relationships.
• Considerable ability to follow complex oral and written instructions.
• Compile and verify data and prepare reports.
• Compose correspondence and written materials independently.
• Define problems, collect data, establish facts and draw valid conclusions.
• Develop and implement procedures to ensure compliance with established laws, rules and regulations.
• Establish and maintain cooperative and effective working relationships with others.
• Interpret school district and public needs into necessary trainings, tools that benefit customers.
• Lead assigned personnel with diplomacy, courtesy, discretion and confidentiality.
• Maintain records and prepare reports, correspondence, databases, and reference manuals.
• Make complex decisions in accordance with Human Resources Division policies and procedures.
• Meet schedules and timelines.
• Oversee the processing of applications and other documents to ensure certificated personnel hold valid and proper credentials.
• Perform a variety of complex activities in the review and processing of documents relating to the certification of personnel to ensure compliance with credential requirements.
• Plan and organize work.
• Train and provide work direction and guidance to assigned personnel.
• Verify and evaluate transcripts, records and applications to determine eligibility for credentials.
• Analyze and evaluate situations accurately and adopt an effective course of action. Communicate effectively both orally and in writing.
• Drive a vehicle to conduct work.
• Interpret, apply, and explain rules, regulations, policies and procedures.
• Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
• Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
• Work confidentially and with discretion.
• Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:
• High school diploma, General Education Degree (GED) or State High School Proficiency certificate.
• Associate’s degree preferred.

EXPERIENCE:
• Five years increasingly responsible experience performing credential analysis activities.

LICENSES AND OTHER REQUIREMENTS:
• Valid California driver’s license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
• Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:
• Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
• Office and/or school facility environment.
• Regular Interruptions.
• Small and large group meetings.

PHYSICAL DEMANDS:
• Bending at the waist, kneeling or crouching; climb or balance.
• Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
• Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others. Understandable voice and speech patterns.
• Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
• Sitting, standing and/or walking for extended periods of time.
• Use hands to handle and/or feel; reach with hands and arms.
• Must frequently lift, push, pull or carry up ten (10) pounds and occasionally lift and/or move up to twenty five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification, however it is intended to accurately reflect the principal job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:
Effective: July 1, 2003
Revised: November 14, 2017