

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS SERIES TITLE: CREDENTIAL SERVICES SPECIALIST I/II**

#### **BASIC FUNCTION:**

To provide highly responsible clerical/technical assistance to administrators, teachers, counselors, and others seeking certification within Santa Clara County schools and other credential services as mandated by law; to assist certificated school personnel, school district administrators/personnel directors, private schools, and out-of-state candidates seeking credentialing information and services; to maintain computerized credential records and files; and to periodically audit existing school personnel to ensure compliance with applicable laws.

#### **ALTERNATE CLASS SERIES SPECIFICATIONS:**

The Credential Services Specialist I and the Credential Services Specialist II serve as an alternate class series. Persons may be initially employed in either level depending on their qualifications. Persons employed in the entry-level classification may reasonably expect to be reassigned to the journey level classification upon the recommendation of the appointing authority. It is expected that a person employed as a Credential Services Specialist I will be prepared for reassignment to Credential Services Specialist II within a two-year period.

#### **DISTINGUISHING CHARACTERISTICS:**

The Credential Services Specialist I is the entry level of the alternate class series. Persons appointed to this classification receive training to learn the laws, statutes, policies and procedures associated with the California Commission on Teacher Credentialing (CCTC). Persons receive general supervision and are initially assigned limited responsibilities which are expanded in size and complexity as their job knowledge increases.

The Credential Services Specialist II is the journey level of the alternate class series. Persons appointed to this classification demonstrate job knowledge assuring for the effective, application, and implementation of certification processes in accordance with Title V and the CCTC. Incumbents receive limited supervision and perform a wide range of complex personnel technical support functions that require considerable initiative, accuracy, attention to detail as well as analytical and evaluation skills.

#### **ESSENTIAL/TYPICAL DUTIES:**

*The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.*

Receives and evaluates official transcripts, degrees, work experience, and examinations; determines eligibility for state certification and processes applications for certificated personnel in public/private schools within Santa Clara County including County Office of Education

Assists personnel and applicants in preparing applications for credentials and updating them regarding changes in requirements

Prepares and issues temporary certificates as mandated by Education Code to authorize service in the school districts of Santa Clara County

Provides information and clarification to students, administrators, credential applicants, and other interested parties concerning credential requirements, laws, regulations, education code, and Title V regulations

Confers with other County Office of Education departments, district and internal staff, the Commission on Teacher Credentialing, and other agencies regarding problems and changes in regulations concerning certification requirements, staff placements, and viable alternatives

Explains charges and fees relating to credential processing; collects and records appropriate fee transactions

Receives, records, and maintains records and supporting documents of all credentials/permits

Assists in the development of work unit procedures, policies, and practices

Provides source for legislative bills and materials and educational matters for all requesting agencies and individuals

Remains abreast of credentialing, permit and licensing requirements in accordance with Title V, education code and other applicable laws, rules and regulations

Operates desktop computer and other peripheral equipment to enter, edit, process, and maintain a countywide credentials database as mandated by law for payroll purposes.

Participates and attends certificated recruitment fairs, credential workshops, and other related events as assigned

Prepares and develops correspondence, memorandums, and forms as related to assigned functions

Audits school district certificated personnel assignments to ensure proper credentials

May fingerprint employment candidates, and other persons seeking employment credentialing or licensing; operates live scan equipment; and collects appropriate fees

Performs related duties as required.

## **EMPLOYMENT STANDARDS:**

Knowledge of:

Proper record-keeping methods and procedures, including the use of computer information systems for information storage and retrieval

Desktop computer operations and office application programs

Proper English usage, vocabulary, spelling, grammar and arithmetic

Principles and practices of customer service

Proper office methods, practices, and equipment

Ability to:

Learn, interpret, and apply laws, rules, regulations, and policies concerning credentialing certification requirements, and fingerprint regulations

Learn to navigate through the State online processes for credentialing applicants

Understand and carry out instructions independently

Prepare clear and concise correspondence and reports

Analyze facts and draw logical conclusions

Keyboard at a rate that ensures successful job performance

Establish and maintain accurate files and records using virtual/paperless systems

Maintain confidential information

Operate a desktop computer, standard office and peripheral equipment including typewriter, copy machine and fax machine

Communicate effectively and tactfully in both oral and written form

Establish and maintain effective work relationships with those contacted in the performance of required duties.

### **EDUCATION, TRAINING AND EXPERIENCE:**

*Credential Services Specialist I:* A combination of education, training and experience which clearly demonstrates possession of knowledge, skill and abilities detailed above. A typical qualifying background would include one year clerical/technical experience related to human resources or personnel management. Experience must include maintaining computerized records. College-level course work in human resources, public administration or a related field is highly desirable.

*Credential Services Specialist II:* A combination of education, training and experience which clearly

demonstrates possession of knowledge, skill and abilities detailed above. A typical qualifying background would include three years human resources clerical/technical experience related to credentialing, recruitment, selection or employment. Experience must include maintaining computerized records, and interpreting and applying complex laws, rules and regulations. Experience providing technical leadership is desirable. College-level course work in human resources, public administration or a related field may be considered as partial fulfillment of the work experience requirement.

**WORKING CONDITIONS:**

Generally, duties are primarily performed in an office environment while sitting at a desk. Incumbents are subject to contact with or constant interruptions by staff, employment candidates and/or employees.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare and proofread documents; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

BARGAINING UNIT: Office, Technical, and Business Services (OTBS) Unit

Approved by Personnel Commission: October 1989; Revised Approval: August 26, 1986, January 1989; July 5, 2000; April 28, 2005; June 11, 2009; December 9, 2015



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Kristin Olson  
Director-Classified Personnel Services

Date: 12/21/15