

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER - CREDENTIALS SERVICES

BASIC FUNCTION:

Under the direction of the Director III – Human Resources / Credentialing Programs, organizes and directs the activities and operations of the Santa Clara Office of Education’s Credentials Services Department; supervises the processing and approval of credentials for certificated employees of the schools throughout the County; supervises the registration of credentials and State mandated assignment monitoring; trains and evaluates the performance of assigned personnel.

REPRESENTATIVE 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.

ESSENTIAL DUTIES:

Organizes and directs the activities and operations of the Santa Clara Office of Education’s Credentials Services Department; participates in the development and implementation of departmental policies and procedures.

Supervises the processing and approval of credentials for certificated employees of the schools throughout the County; supervises the registration of credentials and State mandated assignment monitoring.

Audits school district certificated personnel assignments to assure compliance with applicable laws; obtains and reviews records for compliance and report to school district administrators.

Advises and assists school district administrators, certificated employees, potential teachers and others regarding credential requirements, processing, and interpretation of the California State Education Code, laws, rules and procedures and Title V regarding the assignment of certificated staff.

Serves as Custodian of Records for the fingerprint clearinghouse and appears as an expert witness as required; oversees the maintenance of the County-wide credentials database use for registration; coordinates the credential registrations for teachers in school districts.

Trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions.

Supervises the processing of applications to the State Commission on Teacher Credentialing and the issuance of temporary County Certificates authorized by the Education Code; supervises the evaluation of official transcripts, degrees, work experience and examination results to determine eligibility for State certification.

Supervises and serves as the Custodian of Records for the fingerprint clearinghouse; receives results from the Department of Justice and decides, based upon State law, who is eligible to receive a temporary County Certificate.

Prepares and maintains, a variety of reports, records and files related to personnel and assigned activities.

Communicates with administrators, personnel, and outside organizations to coordinate activities; resolves issues and conflicts and exchange information.

Operates a computer and assigned software programs; operates other office equipment as assigned; analyzes, and implements the workflow of automated and manual systems and services; coordinates improvements to assure efficient and effective processes.

Plans, develops, and oversees, the Credential unit budget and monitors expenditures.

Attends a variety of meetings as assigned; conducts credential workshops on related topics for individuals considering teaching professions, credential applicants, district personnel and university representatives.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Current laws, codes, regulations and rules related to credentialing.
- State credential requirements and procedures.
- Practices and procedures related to certificated personnel.
- Principles and practices of supervision and training.
- Operations, policies and objectives relating to personnel activities.
- Oral and written communication skills.
- Technical aspects of field of specialty.
- Modern office practices, procedures and equipment.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Record-keeping and report preparation techniques.
- Operation of a computer and assigned software.

ABILITY TO:

- Perform a variety of skilled duties in the review and processing of applications and other documents to assure certificated personnel hold valid and proper credentials.
- Serve as a technical resource to personnel, school site staff and various outside agencies concerning credential eligibility, requirements and procedures.
- Train and evaluate the performance of assigned staff.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Assist staff with obtaining credentials.
- Verify and evaluate transcripts, records and applications to determine eligibility for credentials.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Determine appropriate action within clearly defined guidelines.
- Operate a variety of office equipment including a computer and assigned software.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school supplemented by college-level course work in human resources or related field and five years increasingly responsible human resources experience including three years of experience in certificated personnel and credentials.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Approved by Personnel Commission: June 23, 2011; Revised Approval: February 10, 2016; August 9, 2017



Kristin Olson
Director-Classified Personnel Services

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