

**SANTA CRUZ COUNTY OFFICE OF EDUCATION**  
**HUMAN RESOURCES/CREDENTIALS TECHNICIAN**

**DEFINITION**

Under general supervision perform a variety of responsible and technical duties involved in assisting certificated applicants and employees in obtaining credentials; perform a variety of other technical duties related to personnel functions including STRS retirement, coordinating safety meetings, completing reference checks, data gathering and report preparation.

**SUPERVISION EXERCISED**

Exercise no supervision over County Office staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Perform responsible and technical duties involved in assisting certificated applicants and employees in obtaining credentials; advise certificated personnel on credential requirements.

Assist the Senior Credentials Analyst in the receiving, screening and processing of initial applications and renewals for all emergency permits and regular credentials for certificated personnel in Santa Cruz County school districts.

Assist and advise individuals in applying for and renewing credentials; respond to inquiries and clarify credential requirements, laws and regulations; collect and review documentation necessary for application packet.

Assist in maintaining confidential credentials files on all teachers in the county; update computerized data records of all credentials and their expiration date; notify certificated personnel of impending expirations.

Serve as the secondary resource and information source regarding credential requirements, laws and regulations to all certificated and management employees, substitutes, applicants and outside agencies.

Assist and advise individuals on the No Child Behind Act (NCLB) requirements and regulations.

Assist in preparing and distributing information to district personnel and the general public concerning credential information.

Provide applications and process individuals for placement on the county-wide substitute list.

Provide applications and process first time applicants for teaching credentials with the Commission on Teaching Credentialing.

Process completed application paperwork and verify that application is complete and that all the information has been compiled.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Fingerprint applicants for a background check and complete reference checks for COE applicants.

Gather information for the credential analyst for assignment monitoring and provide job related support as needed.

Maintain and handle confidential, sensitive information.

Arrange and schedule a variety of meetings; notify participants; confirm dates and times; reserve conference sites; prepare appropriate materials.

Maintain accurate and detailed calendar of events, due dates and schedules as they relate to assigned programs.

Maintain personnel records; employee evaluations; personnel transactions, EEO information; and selected employee information including transfers, changes of status and prepare increment summary reports.

Maintain a complete set of record keeping systems including logs, calendars, chronological records, forms and reports to ensure accuracy and easy retrieval; maintain and update resource materials; maintain mailing lists.

Maintain supply levels; order, store and issue supplies and materials pertinent to the functions of assigned operational unit.

Schedule and coordinate STRS retirement appointments as needed.

Schedule and coordinate quarterly safety meetings; distribute safety related materials to all COE staff.

Assist in processing and monitoring Workers' Compensation claims.

Assist and coordinate emergency preparedness fire, earthquake and hostile intruder/lockdown drills in order to achieve a competent level of emergency preparedness.

Prepare and distribute Employee Recognition Awards.

Coordinate staff ergonomic evaluations; order and track all ergonomic items as recommended by the Loss Control Coordinator.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Respond to inquiries from county and district management concerning credentials and assignments.

Attend and participate in staff meetings and in-services activities; attend workshops, conferences and classes to increase professional knowledge.

Perform related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Principles and practices of basic fiscal, statistical and administrative data collection and report preparation.

Fundamental principles and practices of personnel administration, relations with the public and relations with staff.

Modern office procedures, methods and equipment including computer equipment.

Principles and practices of business letter writing and report preparation.

Record keeping methods and procedures including the use of data processing information storage.

English usage, spelling, grammar, vocabulary and punctuation.

Basic statistical procedures and mathematical concepts.

Word processing methods, techniques and programs including spreadsheet and data base applications.

Understand, interpret and apply all aspects of the laws and regulations governing teacher, child center permit and administrative credentials.

Perform all the relevant duties of the position with only general supervision.

Maintain up-to-date knowledge of information regarding CTC exams and credentialing.

**Skill and Ability to:**

Operate modern office equipment including computer equipment; type at a speed necessary for successful job performance.

**Skill and Ability to (continued):**

Learn the full range of technical procedures and functions of credential administration.

Learn, interpret and apply pertinent employment federal, state and local laws, codes and regulations including administrative and departmental policies and procedures.

Understand the organization and operation of the human resources department and the County Office necessary to assume assigned responsibilities.

Work, under supervision, within a generally defined framework of standard policies and procedures.

Use independent judgment, initiative and good human relations and problem solving skills in the application and follow through on decisions.

Compile and tabulate data and information to prepare summaries and reports.

Perform mathematical calculations quickly and accurately.

Plan and organize work to meet schedules and timelines.

Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Maintain confidential information.

**EDUCATION AND EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade, supplemented by some college level course work in personnel, business administration or a related field.

**Experience:**

Two years of responsible administrative support experience. Human Resources experience in a school environment is preferable.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate driver's license.

**SPECIAL REQUIREMENTS:**

*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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment.*

While performing the duties of this job, the employee is regularly required to stand and to sit, use hand to finger, handle or feel; reach with hands and arms; talk and hear. Frequently required to walk; occasionally may be required to move, carry or lift up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision.

**Approval Date:** February 2011

**Reclassification Approval Date:** June, 2014