

JOB DESCRIPTION

San Diego County Office of Education

Manager, Credential and LiveScan Services

Purpose Statement:

The Manager, Credential and LiveScan Services, is responsible for planning, organizing, and directing a variety of technical specialized and advisory services and actions in the areas of credential processing, monitoring, and approval; conducting the audit of personnel assignments for K-12 certificated staff in the school districts located in San Diego County; providing guidance to school district administrators, certificated employees, and potential teachers to ensure compliance with applicable codes and regulations related to credential requirements; and supervising and evaluating the performance of assigned personnel.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Analyzes, interprets, and applies State and Federal laws, regulations and established policies for the purpose of assuring compliance of all credentialing related matters.
- Conducts the audit of personnel assignments of certificated staff in K-12 school districts and assigned schools for the purposes of assignment monitoring.
- Manages the database for credential registration and monitoring for certificated staff in K-12 school districts, charter schools, and child development programs throughout San Diego County.
- Serves as Custodian of Records for the fingerprint clearing house and appears as an expert witness as required.
- Serves as California Statewide Assignment Accountability System (CalSAAS) system administrator for all of San Diego County, including user access, accounts, and security privileges.
- Plans, develops, and oversees the Credential and LiveScan Services unit budget and monitors expenditures.

- Approves the issuance of temporary county certificates and emergency credentials for clients and school district employees on behalf of the County Office.
- Assists the Assistant Superintendent, district administrators, certificated employees, and others in the formulation and development of policies and procedures for the purpose of ensuring compliance with credentialing, fingerprinting, and state mandated assignment requirements.
- Communicates frequently with representatives of other County offices, school districts, institutions for higher learning, state agencies and district personnel for the purpose of ensuring effective credentials registration and monitoring.
- Maintains assigned SDCOE web pages for the purpose of overseeing and updating the site with current and relevant information.
- Organizes work assignments and schedules of department staff for the purpose of determining priorities and assuring services are provided in a timely and efficient manner.
- Supervises and trains staff in a variety of operational matters for the purpose of directing the staff to provide current, individualized information and guidance to districts and clients in the areas of CA credentials, fingerprinting, DOJ and FBI reporting and state/federal monitoring regulations.
- Develops workshops and seminars both county and state-wide for the purpose of presenting informational and/or in-service training and/or gathering information required to perform functions.
- Performs personnel administrative functions (e.g. hiring, training, supervising, evaluating, providing professional development opportunities, assigning complex and technical projects, etc.) for the purpose of maintaining adequate professional, technical and clerical staff, enhancing productivity of personnel and ensuring department/program outcomes are achieved.
- Creates training plans for assigned staff; provides staff cross-training opportunities both inside and outside of the department.
- Prepares and maintains a wide variety of complex written materials (e.g. reports, procedures, mandatory reporting, etc.) for the purpose of documenting activities and issues, meeting compliance requirements, providing audit references, making presentations, and/or providing supporting materials for requested actions.
- Prepares communications to district leaders (e.g. bulletins, reports, newsletters, etc.) for the purpose of providing information regarding current credential standards and regulations.
- Supervises department operations and the maintenance of services and the implementation of new programs and/or processes (e.g. credentials review, Fingerprint/LiveScan, DOJ and FBI clearing house, Williams and AMR assignment monitoring, etc.) for the purpose of coordinating the delivery of services and programs to clients within established timeframes and in compliance with related requirements.
- Researches and reconciles discrepancies and/or issues relating to employee payroll, state credential, and/or fingerprint clearance matters.
- Serves on statewide committees and advisory boards to provide expert level guidance, support and consultation to outside agencies, LEAs, institutions of higher education, and COEs as directed.

Other Functions:

- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements:

Knowledge and Abilities:

KNOWLEDGE of:

Provisions of the California Administrative Code, Education Code, and related state laws pertaining to the credentialing system of certificated employees;

Personnel system software;

Human resources and payroll practices;

Accounting/bookkeeping principles;

Practices of personnel administration;

Recordkeeping and record retention practices;

Supervisory and leadership techniques.

ABILITY to:

Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;

Practice cultural competency while working collaboratively with diverse groups and individuals;

Schedule a number of activities, meetings, and/or events;

Gather, collate, and/or classify data;

Utilize industry standard image editing and desktop publishing applications as well as non-design application (e.g., Microsoft Word, and PowerPoint) as needed in order to provide professional graphical templates;

Operate a computer and assigned software programs;

Establish effective working relationships;

Meet deadlines and schedules;

Set priorities;

Maintain confidentiality.

Working Environment:

ENVIRONMENT:

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment. Duties are typically performed in an office setting. May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: Bachelor’s degree from an accredited college or university in human resources, payroll, finances or a related field.

Experience: Four (4) years of experience in a school district, county or university credentials office in progressively responsible capacities, including complex technical assignments, leadership or supervisory responsibilities, and extensive public contact.

Equivalency: A combination of education and experience equivalent to a bachelor’s degree from an accredited college or university in human resources, payroll, finances or a related field and four (4) years of experience in a school district, county or university credentials office in progressively responsible capacities, including complex technical assignments, leadership or supervisory responsibilities, and extensive public contact.

Required Testing

N/A

Certificates, Licenses, Credentials

Valid California Driver’s License

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance
Custodian of Records clearance
Physical Exam including drug screen
Tuberculosis Clearance

FLSA Status: Exempt

Salary Grade Classified Management Grade 044

Personnel Commission Approved: June 21, 2023