

- distribute, screen and process employment applications and other personnel-related documents
- answer telephones and greet visitors and the public courteously
- perform clerical duties such as filing, typing, duplicating, and maintaining routine records; operate office machines
- communicate effectively both orally and in writing
- establish and maintain cooperative and effective working relationships with others
- work confidentially with discretion
- work efficiently with many interruptions
- be flexible and receptive to change

Possess:

- interpersonal skills using tact, patience, and courtesy

ESSENTIAL FUNCTIONS:

Essential functions may include but are not limited to:

1. Review certification applications and advise applicants regarding certification requirements. Process and prepare credential and permit applications both paper and online to the Commission on Teacher Credentialing (CTC). Ensure accuracy of applications submitted to the state.
2. Issue Temporary County Certificates permitting teachers to be in assignments while credential/permit application is in process at the CTC.
3. Interact with the CTC, school district personnel, charter schools, non-public schools, and public regarding processes, procedures, and credential/permit issues.
4. Register credentials for payroll and monitoring purposes.
5. Maintain records from All Points Bulletins, Notice of Delays, State License Match System, and other alerts issued by the CTC.
6. Process weekly credential download from CTC and review report for accuracy.
7. Schedule and update online appointment platform for credentials office.
8. Collaborate internally with other credential staff to set compliance goals and to create new and improved processes.
9. Attend and participates in credential workshops with the California Department of Education, the Commission on Teacher Credentialing, and County Offices to stay on the forefront of new credential policies and practices.
10. May participate in job fairs or other recruitment activities to provide advice and expertise on the requirements and procedures for attaining credentials/permits.
11. Operate a variety of standard office equipment, such as a personal computer and applicable human resources and payroll software, telephone, fax machine and copier.
12. Establish and maintain confidentiality in performing job duties and secure confidential information.
13. Establish and maintain cooperative and effective working relationships with employees and the general public.
14. Perform related duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE staff, district staff, and the public.

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