

CREDENTIALS ANALYST

DEFINITION

Under direction, performs a variety of technical duties involved in monitoring, processing, and analyzing a variety of documents and information to ensure certificated personnel hold valid and appropriate credentials; provides consultation to certificated personnel, applicants, school districts, and others concerning credential eligibility, requirements, procedures, and assignments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of human resources. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Credentials Analyst in that the latter performs the more complex work assigned to the series, such as custodian of records responsibilities and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of professional and technical duties involved in monitoring, processing, and analyzing a variety of documents and information to assure certificated personnel hold valid and appropriate credentials; ensures credentialing activities comply with established guidelines, standards, requirements, laws, regulations, policies, and procedures.
- Provides consultation as the monitoring authority to certificated staff, applicants, school districts, and the public concerning credential eligibility, applications, requirements, and procedures; responds to inquiries and provides technical information concerning related standards, practices, timelines, policies, laws, and regulations; resolves credential issues and problems in a timely manner.
- Inputs and updates credential, application, employee, and related data and information in an assigned computer system; establishes and maintains automated records and files; initiates queries and assists in the generation of a variety of computerized reports and documents; ensures accuracy of input and output data.
- Monitors and audits payroll data; notifies districts of any upcoming payroll holds due to credentialing issues; holds checks as required and releases checks when remedied.
- Prepares and maintains a variety of records, reports, and files related to credentials, applications,

- status, certificated personnel, permits, waivers, errors, rejections, paychecks, issues, problems, clearances, Temporary County Certificates (TCCs), correspondence, applicants and assigned activities.
- Reviews, evaluates, and processes credential applications; verifies and evaluates applications and related transcripts, records, and documents to determine eligibility for credentials according to established requirements; requests additional documentation and follow up on credentials as needed.
 - Receives and processes credentials, permits, and rejection letters from the State; inputs and processes related information and generates and distributes TCC's (Temporary County Certificates), permits, and credentials to appropriate school districts and personnel; provides signature for TCC's.
 - Assists with and ensures proper placement and assignments of certificated staff; monitors expiration date of credentials and ensures employees meet current requirements for renewal; notifies certificated staff of credential expiration dates, issues, and/or problems, and arranges renewal appointments.
 - Assists staff with obtaining and renewing credentials and changing credential status; monitors and keeps staff current concerning progress towards meeting credential requirements; notifies individuals of required course work and tests to obtain or clear credential and provides related materials.
 - Assists with the annual audit of California Department of Education's California Longitudinal Pupil Achievement Data System (CALPADS) assignment data and the Commission on Teacher Credentialing's authorization data by educator's California Statewide Educator Identifier (SEID) for all the districts in San Mateo county, through the California Statewide Assignment Accountability System (CalSAAS) to determine the results of exceptions that are flagged.
 - Maintains current knowledge of State credential requirements, legislation, laws, regulations, policies, and procedures; researches and evaluates related manuals, informational guides, and information as needed.
 - Composes and distributes a variety of correspondence related to credentialing and assigned activities; duplicates and distributes materials as needed.
 - Attends and participates in various meetings, conferences, and workshops; hosts credentialing workshops for San Mateo County school districts, Office sponsored events, or recruitment events, as assigned.
 - Observes and complies with all Office and mandated safety rules, regulations, and protocols.
 - Performs related duties as required.

QUALIFICATIONS

Education and Experience:

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

- Equivalent to an associate degree from an accredited college with major coursework in human resources, education, or a closely related field; and
- One (1) year of progressively responsible experience in human resources working with certificated personnel or credential related functions.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid

driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles, techniques, procedures, and terminology involved in the credentialing of certificated personnel.
- Practices and procedures related to certificated personnel.
- Principles and practices of data collection, auditing, and analysis.
- Principles and procedures of record keeping, report writing, and preparation of correspondence and presentations.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Monitor, process, and analyze a variety of documents and information to ensure certificated personnel hold valid and appropriate credentials.
- Provide consultation to certificated staff, applicants, school districts, and the public concerning credential eligibility, requirements, and procedures.
- Prepare and maintain a variety of records, reports, and files.
- Assist with proper placement and assignments of certificated staff.
- Receive and process credentials, permits, and rejection letters from the State.
- Verify and evaluate transcripts, records, and applications to determine eligibility for credentials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to

communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.