



## PERSONNEL COMMISSION

**Class Code: 0077**  
**Salary Range: 42 (M2)**

### CREDENTIAL SERVICES MANAGER

#### JOB SUMMARY

Under direction of a Human Resource Services certificated administrator, manage the daily activities of the Credential Services technical and supervisory staff; monitor and assure District compliance with Education Code credentialing requirements; perform other related duties as assigned.

#### EXAMPLES OF DUTIES

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Interview, counsel, and advise applicants and employees regarding credential requirements. **E**
- Interpret and explain rules, regulations, policies, procedures, provide technical expertise, solve a variety of credential problems and respond to questions or complaints from employees regarding interpretation of laws, rules and District regulations governing credentialing. **E**
- Serve as a resource, meet and communicate with management, administrators, and other district staff to provide information, respond to questions, and explain certificated employment credentialing processes and procedures; discuss multifaceted technical issues relating to the Credentialing process, resolve complex technical issues, and offer innovative and creative solutions to complex matters. **E**
- Evaluate viability of certificated applicant pool; coordinate with other management the initiation of recruitment process. **E**
- Manage support staff, including selection, evaluation, discipline, and training; review work for compliance with laws, regulations, policies and procedures; monitor work loads, and assign and prioritize work accordingly to ensure accuracy, completeness and timeliness of operations. **E**
- Conduct routine and extensive audit of internal credentialing processes and certificated employee files to assure compliance with California credentialing laws and in preparation of mandated external audits required by the California Commission on Teacher Credentialing. **E**
- Work with other management personnel to develop and/or change policies and procedures for the efficient and cost-effective delivery of credential services. **E**
- Review, evaluate, and conduct procedural studies of existing personnel work methods and operations, recommend proposals for improvements; recommend new and revised policies and procedures, and implement modifications for work simplification regarding credentialing. **E**

- Coordinate, supervise and evaluate the work of assigned personnel engaged in such activities as receiving and processing credential applications; reviewing transcripts and credentials; making appointments; employment processing of certificated employees; coding of documents; maintaining records and files; and providing assistance or information to employees or prospective employees. *E*
- Analyze and develop staff training and development manuals with procedures and schedules. *E*
- Maintain various forms, correspondence; prepare letters, memos, and reports to administration regarding a variety of matters in certificated employment credentialing; create and revise credentials and employment forms for district wide distribution. *E*
- Write such materials as correspondence, brochures, and procedure manuals for the credentials unit; participate in the development, design, or revision of Human Resource Services forms; prepare written communications requiring complex explanations, in a clear, concise, and professional manner. *E*
- Serve as a representative of Human Resource Services on committees and at meetings as directed; attend and participate in District and County Office meetings to keep current on credential reporting requirements. *E*
- Plan, organize, coordinate, direct, and participate in the preparation, review, and processing of documents in such areas as legal audits, consultants, workshops, and in service training sessions. *E*
- Operate personal computer related software programs such as: Applicant Tracking System, Microsoft Word, Windows 95, Internet access/web page/email, Microsoft Excel, district main frame access, and related software. *E*
- Operate office equipment such as personal computers, printers, scanner, photocopiers, adding machines, and multi-line phones. *E*
- Assist in routine administrative functions of the Human Resource Services as directed. *E*

*Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disability Act.*

### **DISTINGUISHING CHARACTERISTICS**

This position manages the daily activities of technical staff in Human Resource Services in order to insure the efficient delivery of personnel support services. An incumbent will serve as an administrative liaison between the Assistant Superintendent, Human Resource Services, site administrators, California Commission on Teacher Credentialing, County Offices of Education, institutions of higher education, community colleges and other district management. As assigned, may be given full authority to pursue certain credentialing and/or salary matters to full conclusion.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Current laws, codes, regulations and rules related to credentialing and compensation.

Practices and procedures related to certificated personnel.  
Organization and functions of the California Commission on Teacher Credentialing.  
Principles and practices of management, supervision and training.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Oral and written communication skills.  
Bargaining unit contracts and salary schedules.  
Public schools' organization, operations, policies and objectives.  
Record-keeping and report preparation techniques.  
Modern office practices, procedures and equipment.  
Personal computers, software and hardware.

**Ability to:**

Plan, manage and oversee technical and supervisory staff involved in the review and processing of documents relating to the credentialing and salary placement of certificated personnel.  
Provide technical information and assistance regarding employment policies and personnel transactions related to credentials and other related human resources matters.  
Maintain current knowledge of applicable K - 12 public schools credentialing laws, codes, rules and regulations.  
Conduct internal audits of certificated personnel files for legal compliance with California K – 12 credentialing laws  
Monitor credential status of certificated personnel.  
Train, monitor and oversee staff involved in investigation and resolution of complex credentialing and salary placement issues.  
Read, interpret, apply and explain applicable laws, codes, rules, regulations and policies related to credentialing and salary placement.  
Train, supervise and evaluate personnel.  
Assign and review work.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain records and prepare oral and written reports.  
Understand and follow oral and written instructions.  
Analyze situations accurately and adopt an effective course of action.  
Maintain confidentiality of sensitive and privileged information.  
Operate a variety of office equipment including a computer and assigned software.

**Education and Training:**

Bachelor's degree in education, human resources, organizational management, business administration or related field is required.

**Experience:**

Three years experience performing K – 12 public school or University credential analysis, including a minimum of one year at the supervisory or management level, is required.

Any other combination of training and/or experience that could likely provide the desired skills, knowledge or abilities may be considered.

**SPECIAL REQUIREMENTS**

Positions in this class require the use of personal automobile and possession of a valid California class C Driver's license at the time of appointment.

Positions in this class may routinely require district paid travel within California, with varied and extended work hours.

**WORKING ENVIRONMENT**

Office environment; constant interruptions; high volume, continuous deadlines, multiple tasks.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate office equipment; seeing to read hand written documents and other records or reports; hearing and speaking to exchange information in person or on the telephone; sitting for extended periods of time; some light lifting and carrying; attendance at meetings.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.