

**HUMBOLDT COUNTY OFFICE OF EDUCATION
PERSONNEL CREDENTIAL TECHNICIAN**



JOB SUMMARY

Under the supervision of the Coordinator of Personnel Services, the employee will perform receptionist and administrative support for the Credential Analyst and the Personnel office. Provides guidance on, receives and reviews credential applications for academic personnel throughout the County.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

- Serves as liaison and partner between the Personnel department, district superintendents, Department of Justice (DOJ), California Commission on Teacher Credentialing (CCTC), California Department of Education, Institutes of Higher Education, school districts, public agencies, HCOE staff and the general public;
- Explains and guides potential credential holders in application procedures for various credentials;
- Guides interested parties in filling out paperwork related to 30-day Substitute Permits;
- Monitors credential assignments for the districts and HCOE on a scheduled basis and assists in resolving any deficiencies;
- Assists in mandated county-wide Credential Assignment Monitoring;
- Provides credential updates for all districts each month;
- Interacts with data held within a proprietary database related to personnel;
- Maintains files and takes appropriate action with records, such as Notice of Delay and All Points Bulletin received from the DOJ for all employees of HCOE;
- Prepares special or routine reports for the County Superintendent or designee as assigned;
- Maintains ongoing communication with school districts on credential and credential analysis, law, rules and proposed changes;
- Maintains an up-to-date knowledge of credential requirements and procedures;
- May attend conferences and workshops to stay current with CCTC requirements;
- Serves as the custodian of the HCOE Fingerprint Consortium database in accordance with DOJ/FBI regulations;
- Serves as point of contact for job fairs or other recruitment activities to provide advice and expertise on the requirements and procedures for attaining academic credentials;
- Maintains up to date credentialing information for districts and individuals, including workshops and handouts;
- Establishes and maintains a positive working relationship with the CCTC, school districts and individuals;
- Assures that the Personnel office provides excellent service;
- Performs other duties as assigned.

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EMPLOYMENT STANDARDS

Knowledge of:

- Working knowledge of credentialing procedures, laws, regulations and requirements.
- Sufficient human relations skill to communicate technical and highly complex concepts to others and convey a positive, service oriented image of the department.
- Modern office terminology, procedures and computer equipment and an array of appropriate software.
- Department operations.
- Proper preparation of legal and business correspondence.
- Receptionist and telephone etiquette techniques.
- Organization of files and records.
- Computer systems operation and report generation.

Ability to:

- Work independently with general supervision.
- Accurately key 60 words per minute from clear copy and enter data with accuracy.
- Analyze and interpret laws and other regulations.
- Communicate with tact and courtesy and maintain appropriate confidentiality.
- Respond to routine and complex inquiries.
- Use proper English with correct spelling and punctuation.
- Follow oral and written directions.
- Operate modern office equipment, including computers.
- Adapt to changing work demands and interruptions.
- Independently manage task priorities to meet deadlines.
- Work under varying degrees of stress, including regular interruptions from staff and members of the public.
- Establish and maintain effective working relationships with a variety of individuals and groups.
- Read and comprehend fine print, such as legal contracts, spreadsheets, texts.
- Communicate effectively via telephone and in person.

Computer Skills:

- Working word processing skills, such as the ability to format, save files for cross-platform use and in different versions, work with toolbars, menus, rulers, insert graphics, use borders and print labels.
- Working database skills, such as the ability to sort and retrieve records, create layouts and reports, create mail merge for form letters, add, edit, delete fields and records.
- Working spreadsheet skills, including the ability to open, modify, format, save and print a new or existing spreadsheet and enter text and numbers.
- Working e-mail skills.

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Physical Abilities:

- Work indoors and sit for long periods of time.
- Daily oral and written communication.
- Speaking and hearing ability to sufficiently hear over the phone and carry on routine conversations.
- Operating a computer, calculator, copier and other equipment that involves repetitive arm and hand movements.
- Hand-eye-arm and finger dexterity.
- Ability to distinguish between colors.
- Visual acuity sufficient to recognize people, words and numbers.
- Reaching and lifting up to forty (40) pounds.

Education, Experience and Requirements:

- High School Diploma or Equivalent.
- Demonstrated completion of at least two (2) years of college, A bachelor's degree preferred. Additional equivalent experience may be substituted for college education year for year.
- At least three (3) years of progressively responsible experience in personnel and technical data maintenance and administrative support. Experience preferably in an educational setting.
- Training experience highly desirable.
- Must be fingerprinted with a satisfactory DOJ records check.
- TB testing will be required upon employment.
- Must have normal vision, corrected or uncorrected.
- May be required to obtain first aid and CPR certificates within first 6 months of employment.
- May be required to drive for work. Must have a current CA driver's license, and proof of insurance.

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Personnel Commission Approved: 12/11/18