

## ASSISTANT CREDENTIAL TECHNICIAN

### DEFINITION:

Under general supervision of the Assistant Superintendent, Human Resources assists in answering questions about and reviewing credentials of certificated applicants; assists in preparing and maintaining personnel files for all temporary, probationary and permanent certificated employees; operates and provides support for the Substitute Assignment Management System (SAMS); provides clerical support to Human Resources administrative staff; assumes and performs related work as necessary or required.

### CLASS CHARACTERISTICS:

This is a position having responsibility for learning the complicated California teacher credentialing system and assisting in performing the technical personnel work involved in employing certificated employees and ensuring certificated employees maintain appropriate and valid credentials to perform their assignments. The incumbent is the initial contact for all certificated applicants. Processes all certificated substitutes, verifying qualifications, processing required documentation and entry on the County payroll. The incumbent also oversees the daily staffing of absent certificated and classified employee positions on a preestablished priority basis, providing substitutes through an automated substitute assignment management (SAMS) system. Answers the questions of administrators and/or substitutes and trouble shoots the SAMS system to resolve problems as necessary.

### EXAMPLES OF DUTIES:

Serves as Human Resources Department receptionist, answers credentialing questions and reviews the credentials of certificated applicants; *E*

Processes new certificated substitute employees, including inputting information into the county payroll system; *E*

Prepares and posts certificated job opportunities and oversees the receipt of applications for certificated employment; *E*

Coordinates and schedules interviews for filling permanent certificated positions, assembles interview packets with rating forms, generates reply letters/invitations to applicants and advises candidates of results; *E*

Establishes and maintains a wide variety of records and reports for certificated applicant tracking, collects statistics and prepares the annual California Basic Educational Data System (CBEDS) report, prepares the annual district personnel directory, and ensures certificated staff compliance with mandatory tuberculosis testing requirements; *E*

Operates and provides support for the computerized substitute assignment management system, including: monitoring and making adjustments in assignments to ensure proper substitute coverage, updating/modifying the database to ensure optimal efficiency and updating the certificated substitute handbook as necessary; *E*

Reviews and reconciles employee absence records to monthly absence reports, researching and resolving discrepancies; *E*

Receives and responds to calls from site administrators, certificated staff and substitutes regarding substitute or SAMS questions; may make recommendations to site administrators regarding long term substitutes; *E*

Requests and responds to requests for confidential information and file materials of applicants for certificated employment and provides written and verbal employment verifications; *E*

***E* denotes an essential function of the job.**

Provides direct clerical support to certificated office administrative staff;

Maintains a list of tutors and provides names to parents as requested;

Sorts and distributes department mail.

### **SUPERVISION:**

General supervision is received from the Assistant Superintendent, Human Resources.

Supervision is not exercised over other employees.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

Modern office methods, procedures, practices, terms and equipment used in a personnel office;

Word processing, spreadsheet, database, Internet and E-mail computer applications;

Methods of making mathematical and statistical calculations;

Correct English usage, spelling, grammar and punctuation;

Standard record keeping and filing system procedures;

Business office telephone techniques and etiquette;

#### **Ability to:**

Learn the laws, rules, regulations and policies governing employment, credentialing, and appropriate assignment of certificated school personnel;

Understand, interpret and apply complex rules, regulations, procedures and policies;

Work independently using sound judgment and discretion in a wide variety of situations to provide quality customer service;

Carry out oral and written instructions, and plan, organize and prioritize work;

Research, gather data and information and prepare complex and comprehensive written and oral reports;

Compose and edit routine correspondence independently;

Operate various office and specialized equipment including a PC (personal computer) and effectively utilize word processing, spreadsheet, data base, Internet and E-mail software;

Keyboard at a net corrected speed of 45 words per minute;

Maintain confidentiality of information;

Work effectively, efficiently and cooperatively in a busy modern office environment;

Communicate effectively with a wide variety of audiences both orally and in writing;

Effectively and efficiently maintain accurate records and files;

### **EDUCATION AND EXPERIENCE:**

Equivalent to completion of the twelfth grade, supplemented by courses focused on office records management and computer hardware/software technology and applications. Several years of successful work experience involving performance of duties reflecting a good working knowledge of computer-based record keeping and word processing, preferably in a California school district personnel office.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Safely lift, carry, push up to 25 pounds; frequently sits, stands, walks; occasionally stoops, bends, and reaches over head; repetitively uses fingers, on both hands simultaneously; communicates clearly and is able to understand normal voice conversation; visual acuity sufficient to see small details in an office environment; uses a computer and telephone; works inside exclusively; has direct contact with public and other district staff, occasionally in difficult interpersonal situations; frequently works with high volume and tight deadlines, without guidance from supervisor.