

JOB DESCRIPTION
January 2021

Placer County Office of Education
360 Nevada Street
Auburn, CA 95603

CREDENTIALS TECHNICIAN

General Purpose:

A Credentials Technician is responsible to the County Superintendent and works under the direct supervision of the designated manager(s). The Credentials Technician provides clerical and technical support to the Fingerprint Clearinghouse function; provides assistance in complex and specialized assignments to assure possession of valid, appropriate credentials; assists in trainings, providing information regarding credential requirements; and assists in the process of State mandated assignment monitoring.

Essential Functions and Responsibilities include the following. Other duties may be assigned as required:

- Assists in maintaining systems related to credentialed substitute personnel; creates and maintains a county fingerprint consortium; oversees the scheduling and operation of live scan machine in providing clearance services to applicants throughout Placer County; receives initial fingerprint results and subsequent arrest information from the Department of Justice (DOJ); and reviews and interprets data related to applicant background.
- Acts as the initial contact for credential applicants and others seeking fingerprint clearance for credentialing and employment in K-12 public schools.
- Reviews and interprets data related to applicant background, fingerprint results and subsequent arrests from the Department of Justice (DOJ).
- Disseminates and explains restricted, highly confidential information as appropriate, and coordinates district review of clearances and DOJ reports as necessary.
- Inputs, maintains, and tracks fingerprint clearances and related information in the consortium database and in manual files.
- Serves as a liaison with the DOJ, California Commission on Teacher Credentialing (CCTC), county school districts and the public regarding fingerprinting issues.
- Performs clerical work, including typing, proofreading, computer data entry, filing, recordkeeping and provides general assistance for the Human Resources Department.
- Provides information and assists in the processing of initial credential applications and renewal applications.
- Provides basic assistance and direction to district representatives and the County Office of Education staff regarding credential requirements.
- Assists in providing direction on questions and problems regarding credentialing, involving application and knowledge of laws and rules in a variety of circumstances.
- Assists in regularly scheduled orientations for prospective teacher applicants.
- Provides ongoing assistance to district contacts issuing copies and updated information.
- Maintains an appointment schedule of meeting with the general public regarding credentialing; fosters good communication by appointments, fax and email with applicants, district personnel and all other applicable agencies.
- Assists in the recruitment process for the county office and the school districts by making available all necessary forms and tools to ensure good services.
- Assists in monitoring numerous time lines.
- Creates monthly and yearly reports.

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- Assists in facilitating DOJ No Longer Interested (NLI) automated process for annual cleanup.
- Assists in monitoring numerous time lines as they pertain to all areas of certification.
- Assists in performing complex and specialized assignments for the assurance of valid, appropriate credentials for each person employed in a certificated position in the county school districts and the County Office of Education.
- Assists all certificated positions on credential matters regarding education, exams, subject matter competency, laws and updates.
- Assists in providing accurate information to Placer County Office of Education's (PCOE's) business office as it relates to the clearing of credentials to release pay.
- Attends meetings and state workshops when applicable for the purpose of staying current with all areas of credential requirements.
- Assists in preparing data summary report for temporary county certificates (TCCs) for Board of Education information.
- Assists with advising prospective teachers, administrators, district personnel and the public on credential matters regarding education, exams, subject matter competency, laws and current updates.
- Assists in preparing TCCs upon review and evaluation of all requirements having been properly met and provides ongoing assistance to district contacts for this procedure.
- Assists in monitoring and compiling reports to appropriate state agencies on certificated assignments of all staff in Placer County and provides assistance in the correction of misassignments within state guidelines; interprets state statutes and regulations regarding assignment practices of the county and its districts for the purpose of legal compliance; and researches and makes recommendations on rules, regulations and laws for the proper adherence to state statutes.
- Assists in processing credential renewals for individuals to the CTC; receives and responds to duplicate letters to all Placer County applicants from the CTC in regards to rejected applications for credentials; maintains a database in recording and tracking information from All Points Bulletins, State License Match System, and other alerts issued by the CTC, in regards to denials, suspensions, revocations and notice of delays.
- Assists in the employment screening and recruiting process for the county and school districts.
- Assists in working with PCOE and provides technical expertise for staff for programs sponsored by PCOE.
- Assists with various department projects, including but not limited to, Escape database and State Teacher's Retirement System (STRS) budgeting and health benefits.
- Provides accurate information to PCOE's business office as it relates to the clearing of credentials to release pay.

Minimum Qualifications:

Employment Eligibility:

- Successful candidate must provide proof of employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.

Education:

- High school diploma or equivalent.

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Experience:

- Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be work experience in a field related directly to credentialing.

Knowledge, Skills and Abilities:

- Knowledge of PCOE program standards and procedures and applicant eligibility.
- Knowledge to answer and resolve questions or problems regarding certification.
- Skills in providing basic assistance to individuals required to obtain fingerprint clearance to work in a public school and/or the County Office of Education.
- Skills to employ analytical abilities and to problem-solve.
- Skills and ability to maintain attention to detail, time management and follow-up, high sense of urgency, and handle multiple projects concurrently.
- Ability to work appropriately with confidential information on a continuous basis.
- Ability to be self-motivated and work independently as necessary.
- Ability to remain current regarding legislation and CTC changes and updates related to Placer County Fingerprint Consortium requirements.
- Ability to apply laws and rules in a variety of circumstances.
- Ability to work with varied groups and individuals in a professional, courteous manner.
- Ability to navigate through current PCOE operating systems.
- Ability to maintain database information and retrieve data for reporting.
- Ability to monitor time lines and work well under pressure.
- Ability to type from clear, legible copy.
- Skills to aid in providing assistance to individuals required to be certified to work in a public school and/or the County Office of Education.
- Skills and ability to maintain a high level of attention to detail, time management and follow-up, high sense of urgency, and handle multiple complex projects concurrently.
- Ability to comprehend new legislation and CTC changes and updates and the ability to assist in implementing them.
- Knowledge to answer and resolve the more difficult questions or problems regarding certification.
- Knowledge of any and all new legislation and CTC changes and updates and ability to implement them and instruct others on how to do so in a timely manner.
- Skills to employ excellent analytical abilities and to problem-solve.
- Skills to instruct or train others in matters relating to certification.
- Ability to be self-motivated and work independently as necessary.

Required Testing:

- Applicants may be tested.

Certificates & Licenses:

- Must possess a valid California driver's license issued by the State Department of Motor Vehicles.
- Ability to obtain Department of Justice certification to perform live scan fingerprinting within 30 days of employment.

Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

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Work Environment:

- Work is performed in an office or school environment, continuous contact with staff, and representatives of other agencies.

Physical Requirements:

- The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling.
- Manual dexterity to operate a telephone and enter data into a computer.
- Facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation.
- Facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation.
- Facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation.
- Facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation.
- When applicable, facility to determine and differentiate colors with or without reasonable accommodation.
- When applicable, facility to drive an automobile or to arrange a consistent method of transportation.


Note: This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary.

FLSA Status: Non-exempt

Employee Group: Classified

Salary Grade: 29.5

Reviewed and Approved:

Supervisor: _____ 

Date: 2/22/2021

Human Resources: _____ 

Date: 2/22/2021