

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

	RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial)	
DIVISION/UNIT Division of Professional Practices	CLASS TITLE Staff Services Analyst	

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Staff Services Analyst (SSA) primary role would be to analyze, review and process fingerprint records received from Department of Justice (DOJ). Under the general supervision of the Staff Services Manager II within the Division's Fingerprint / Intake Unit the SSA will perform the following:

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
50%	<p>Fingerprint Processing // Custodian of Record (COR): Must be eligible to be considered and approved by Department of Justice as a Custodian of Record. Verify and keep current on COR duties available on the Attorney General's website. As COR maintain correspondence with DOJ regarding fingerprint questions and issues related to inaccurate response data and/or fingerprint information not received as indicated on 41-LS. <i>Also required to complete DPP Fingerprint Custodian of Record training.</i></p> <p>Must be able to Independently analyze and evaluate State Summary Criminal History records to validate/invalidate all fingerprint response records received in the DOJ webserver AAJC. Verify the response status code reflects the appropriate fingerprint code in the database to process Certificate of Clearance (COC) and Activity Supervisor Clearance Certificate (ASCC) applications and forward all other application types to Certification for final processing. Update DOJ/FBI Status fields in the database, based upon records from AAJC. Responsible for keeping log in information secure and updated. Inform management of any DOJ correspondence sent via AAJC indicating a process change by DOJ.</p> <p>Review and analyze fingerprint responses in the Person/Response Screen and DOJ/DOJ database to ensure that all records match accordingly. Manually merge any record upon request of management, verifying that all data is current and correct before completing.</p>
15%	<p>Fingerprint Hard Card Processing: Review and record all requests for fingerprint hard cards received via hard card web portal. Enter and maintain the Hard card spreadsheet, DOJ transmittal sheets and requests for refunds. Send hard cards to DOJ via the DOJ Transmittal form. Maintain and review the Hard card drawer periodically for 2nd cards that need purged as a complete, valid print was received on the first card.</p> <p>Review fingerprint responses in the Person/Response Screen and DOJ/DOJ database to ensure that all records match accordingly. Request data be manually reviewed by management and a request to merge any record when Certification documents the SSN was original entered incorrectly in Seibel, which prevented automation from merging the fingerprint response automatically.</p>

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10%	<p>FBI Name Check: Analyze response records to verify that proper rejects are listed to prepare communication to DOJ for all FBI name check requests as indicated on ATI Letter RPT.</p>
10%	<p>ATI Letter RPT: Review and mail all letters identified on the ATI Letter Report which indicates a delay or reject response received from DOJ/FBI.</p>
5%	<p>Procedures: Develops, revises, and maintains DPP's fingerprint procedures, database manuals, policies, and processes.</p>
5%	<p>Contacts: Serve as primary contact for the Fingerprint Unit by responding via email and phone to fingerprint status questions, and process issues. Assist educators and credential analysts in understanding the fingerprint process by communicating clearly and promptly with consistent information regarding our processes and procedures, FAQs, FP webpage, DOJ webpage, and offering additional resources as necessary. Assist Intake staff by analyzing the more complex issues, regarding personally identifying information and complete response records, policy and procedure, and notification to management of potential red flags in data trends.</p>
5%	<p><u>MARGINAL FUNCTIONS</u></p> <p>Meetings: Attend and be timely to meetings with peers and/or management.</p> <p>Special Projects & Assignments: On occasion, organize and monitor special projects and assignments.</p>

KNOWLEDGE AND ABILITIES

Knowledge of:

1. General sentence and paragraph construction and the proper use of the English language for writing.
2. Current laws, codes and regulations regarding fingerprints, teacher education and disciplinary practices in California.
3. Current laws related to criminal justice system, including infractions, misdemeanors and felonies as well as rehabilitation.
4. Administrative functions, organization and structure of Commission on Teacher Credentialing.
5. California principles and methods of disciplinary practices for teachers.

Ability to:

1. Interpret and apply facts found in police and district investigation reports and apply the provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
2. Analyze policy issues in teacher discipline.
3. Perform in an independent and creative manner.
4. Speak effectively and write clear, concise reports.
5. Utilize effective techniques in human relations.
6. Analyze situations accurately and take effective action.
7. Analyze policy issues related to the evaluation of professional practices.

DESIRABLE QUALIFICATIONS

- **Integrity** – consistently adheres to his/her duties to execute the mission and responsibilities of the CTC.
- **Expertise** – be a reliable source of accurate information.
- **Teamwork** – works collaboratively and in recognition of the contribution each makes to the common purpose.
- **Respect** – recognizes the validity of other points of view and treats others with civility.
- **Problem Solving** – strives to find practical and effective solutions to achieving desired goals

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SPECIAL REQUIREMENT

- Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

INTERPERSONAL SKILLS

- An ability to communicate in a civil manner in a fast-paced environment.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Overtime may be necessary depending upon the situation (ie travel, attendance at conferences etc.)
- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and the ability to work business hours of 8 am to 5 pm.
- Demonstrates a commitment to perform duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.
- Has daily contact with CTC management and staff.

Physical Ability:

- Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

Mental Ability:

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

- CTC management and staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credential members

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person, and may result in adverse actions. The actions of the individual can and will affect the Commission public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE