

# DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

		EFFECTIVE DATE:
EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-102-4801-008	
DIVISION/UNIT Certification/Production	CLASS TITLE Staff Services Manager II	

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, educators, and the public to enable the CTC to provide the highest level of service possible. 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.

Under the general direction of the Deputy Director of the Certification Division, the incumbent serves as the chief of daily operations and is responsible for the supervision and management of production at the Commission on Teacher Credentialing (Commission). This position is also responsible for the implementation of procedures relating to the Commission's mission of safeguarding excellence in education by ensuring all educators meet the Commission's high standards of quality. Specifically, the incumbent is expected to:

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.

30%	<p><b><u>ESSENTIAL FUNCTIONS</u></b></p> <p><u>Supervision and Management.</u></p> <p>Plan, organize, direct, coordinate and monitor the activities of the Certification Production and Support staff through subordinate managers; Ensure that systems and procedures are in place and deadlines are met; Review and evaluate individual performance; Provide or initiate work improvement counseling and training to correct performance deficiencies; initiate and recommend adverse action; Assist in and recommend individual staff development efforts; Coordinate hiring for production team staff; Ensure production staff are trained and cross-trained in a timely manner; Assist subordinate managers in ensuring that individual staff are meeting application processing quotas; Develop quality control and processing metric plans for implementation by subordinate managers; Coordinate workforce to ensure adequate coverage of staff for all the unit's various activities; Ensure excellent customer service is provided by staff by reviewing communications and establishing guidelines; Responsible for assisting front-line managers in addressing the most sensitive staff conflicts and escalating issues to Human Resources.</p>
30%	<p><u>Implementing Statewide Policies.</u></p> <p>Ensure policy, procedures, and established operations are implemented in Certification to achieve program quality and outcomes meet the objective and comply with all applicable federal and state laws, agency and division regulations and policies, including statutory application processing timelines; Responsible for providing consultation and recommendations to the Certification leadership and Policy, Training, and Technology Manager on needed procedure changes and general administration of the Certification Division; Evaluating certification processes and ensuring they are completed in the most efficient manner; Guarantee production processing applications such as the Commission's Credential Automated System Enterprise (CASE) database is populated with up-to-date credentialing information; Author and/or review public service announcements distributed to the general</p>

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25%	<p>public; Consult with other Commission divisions on outstanding issues that affect application processing, including legal, technological, and mail and payment processing.</p> <p><u>Maintaining Commission Effectiveness.</u></p> <p>Analyze training effectiveness and provide recommendations for improvement for all new certification analysts; Ensure all processes have written policies and procedures, and that these procedures are followed; Ensure all certification tasks are assigned with initial and subordinate staff; Monitor certification processing data and advise the Director on production trends; Address the most complex and sensitive questions about credentialing policy and requirements from educators, credential analysts in the field, legislative offices and stakeholder groups.</p>
10%	<p><u>Training and Outreach.</u></p> <p>Make and deliver presentations about credentialing practices for staff, the public, and educational partners as necessary; Provide outreach and support to the field related to licensure rules and regulation; Answer the most sensitive communications from educators, local educational agencies, and stakeholder groups.</p>
5%	<p><u>MARGINAL FUNCTIONS</u></p> <p>Performs other related professional assignments, consistent with the goals and objectives of the programs to which management is assigned, and with the mission of the Commission, including processing applications or manning chats.</p>

## KNOWLEDGE AND ABILITIES

### *Knowledge of:*

The incumbent should have knowledge of principles, practices, and trends of public and business administration particular to the operation of the Commission on Teacher Credentialing; an understanding of budget, personnel, planning, and program evaluation; employee supervision and training; substantial working knowledge of the California Education Code, Title 5 of the California Code of Regulations, and of policies and procedures which affect teacher credentialing in the State of California.

### *Ability to:*

The incumbent should have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex certification and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise other Certification managers and staff on policies and procedures related to educator certification; develop good working relationships with other interested parties and stakeholder groups on a wide variety of certification issues; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; establish and maintain expectations and priorities; develop and effectively utilize all available resources; and effectively contribute to the Certification Division's affirmative action objectives.

## DESIRABLE QUALIFICATIONS

- Knowledge of the California Education Code and educator certification requirements
- Strong analytical skills - ability to identify issues and underlying priorities
- Strong writing skills – ability to provide effective and succinct written analysis of complex problems
- Strong communication skills – ability to provide accurate, timely, and relevant information as needed

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- Effective oral presentation skills – ability to present complex information clearly and succinctly
- Proven leadership skills – ability to resolve major organizational issues or problems
- Ability to work in a fast-paced environment
- ability to quickly and proficiently adapt to changing policies and ability to manage multiple issues simultaneously
- Ability to work effectively with Commission leadership
- Ability to develop and maintain cooperative working relationships with important stakeholder groups, the public, and other interested parties
- Commitment to performing duties in a service-oriented manner
- Ability to provide effective supervision of staff and management operations
- Ability to maintain a work environment free from discrimination and sexual harassment
- Ability to contribute to team effort by accomplishing related results as needed

### SPECIAL PERSONAL CHARACTERISTICS

- Demonstrated ability to act independently, with open-mindedness, flexibility, tact and diplomacy.

### WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

#### Work Environment:

- Prolonged sitting, use of computers
- Frequent contact with other agency staff, outside stakeholder groups, staff from other agencies, and legislative representatives
- Mobility to various areas in a two-story building
- Availability during regular business hours
- Incumbent will be required to work onsite with options to telecommute based on training level and job performance
- Occasional travel within the state of California
- On Commission meeting days, incumbent is required to work on-site and may be required to be on-site until the conclusion of Commission business

#### 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

- The incumbent has contact with Commission management and staff, Commission members, control agencies, other state agency personnel offices, county offices of education, school districts, institutions of higher education, and public and private stakeholders.

### LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

The incumbent serves in a full supervisory position over analytical and administrative work of the Certification Division. The incumbent would spend the majority of their time in supervisory activities advising production managers and staff on certification policy and procedures and directing a variety of staff functions.

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Occasionally the incumbent would function as a nonsupervisory expert to support duties that are critical to the Certification Division's basic mission of processing credentials and applications.

The level of expertise required for this position is definably greater than that for the Staff Service Manager I in terms of both education and experience.

The incumbent has a high level of responsibility. The actions of the incumbent have an effect on the educator workforce and the entire agency and therefore there is a high consequence of error. Failure to use good judgment in handling sensitive and confidential information could result in the release of sensitive information to unauthorized persons.

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**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
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**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
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