

DUTY STATEMENT

CCTC-AGENCY xxx (REV 07/21)

RPA #	EFFECTIVE DATE:
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EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-102-5157-XXX
DIVISION/UNIT Certification Division	CLASS TITLE Staff Services Analyst

You are a valued member of the Commission on Teacher Credentialing (Commission). You are expected to work cooperatively with all employees, our program sponsor and employing agency partners 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 Commission's Mission.

The Certification Division of the Commission on Teacher Credentialing is the primary point of contact and ensures requirements have been met for all certification documents that authorize teaching and services in California public schools. Under supervision of the Staff Services Manager I and lead direction from Associate Governmental Program Analysts, the Staff Services Analyst serves as a liaison between the Commission on Teacher Credentialing's Certification, Assignment and Waivers Unit and educators, universities, colleges, county offices of education, school districts, charter schools, other government agencies, and the general public. The Staff Services Analyst is the recruiting and training through first journey level class for persons to perform certification analysis and eligibility determination.

Duties include, but are not limited to,

ESSENTIAL FUNCTIONS

50%

Review, analyze, evaluate and approve or reject electronic and paper applications for certification documents issued by the Commission that are used in California's public schools. Interpret and analyze an educator's credential history including any remaining requirements for previously issued credential documents. Maintain a level of understanding of the authorizations of all Commission-issued certification documents. Determine academic eligibility or eligibility for extensions by appeal. Interpret and consistently apply Title 5 Regulations, the California Education Code, other applicable laws, rules and regulations, and Commission policies and procedures. Validate and evaluate out-of-state and outside the United States issued documents and examinations, original college/university and foreign evaluation transcripts, other required credential documentation, and the educator's credential history to ensure accurate analysis and eligibility determination. Provide credential analysis and interpretation of requirements on a wide variety of credentialing-related issues through application review, in-person, telephone, email, and written correspondence services. After review and analysis, grant credential or return the application for additional information. Accurately and efficiently navigate the Commission's Credential Automated System Enterprise (CASE) database to interpret and analyze an educator's credential history, enter notes concerning an educator or his/her credential documents, create new or modify existing credential documents, and generate letters requesting additional information. Regularly and efficiently access the CTC Online system and other electronic resources, both from the perspective of an end user (educator) and a field analyst in order to provide comprehensive CTC Online support. Work independently and in a team environment to complete assignments to meet the Commission's legislative mandated timelines and business goals. Consult with Trainer, other analysts, or Managers on more complex issues.

30%

Respond to chats and electronic or paper correspondence from educators, universities, colleges, county offices of education, school districts, charter schools, other government agency personnel, and the general public. Provide in-person assistance as needed. Interpret, analyze, and consistently apply Title 5 Regulations, California Education Code, other applicable laws, rules and

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	<p>regulations, Commission policies and procedures, and as applicable, an educator's credentialing history to respond to credentialing questions in person, by telephone or by email without specific direction or review of work. Regularly and efficiently access CASE, the CTC Online system, and other electronic resources when responding by telephone or email. Provide daily chat coverage. Advise educators and analysts on the usage of CTC Online including trouble shooting. Work independently and in a team environment to complete assignments to meet the Commission's legislative mandated timelines and business goals. Consult with Trainer, fellow analysts, or Managers on more complex issues.</p>
10%	<p>Analyze and make recommendations to revise resource materials such as, leaflets, CASE notes, policies, procedures, Coded Correspondences, Credential Information Alerts, training materials, and other written communications for consistency in interpretation when discrepancies are identified. Attend, participate in and/or present ongoing on-the-job development activities such as training, staff meetings, and workshops. Assist in developing and maintaining internal training-related materials/references and external training sessions, workshops and conferences. Ensure accuracy in Certification's daily PDF work as well as troubleshoot such processes as needed. Work independently and in a team environment to complete assignments to meet the Commission's business goals. Consult with Trainer, fellow analysts, or Managers on more complex issues.</p>
10%	<p>Assist with opening mail and sorting of applications within certification. Work on updates and maintenance to the CTC Online system. Other support duties as needed.</p> <p><u>Special note:</u> May be temporarily reassigned to other units for professional growth and development or as needed for operational need.</p>

KNOWLEDGE AND ABILITIES

Knowledge of:

- computers and computer programs: especially Microsoft Office Suite; familiarity with Oracle databases
- CTC Online web-based credentialing submission system
- telephone and telephone systems
- analytical and research techniques and processes
- credential processing requirements and authorizations
- general knowledge of the Commission's mission, goals and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or divisions

Ability to:

- reason logically and creatively and utilize a variety of analytical techniques to resolve complex problems
- accurately and consistently analyze, interpret and apply specific laws, rules and regulations, policies and procedures
- work independently on projects or assignments without close supervision or detailed instructions
- be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action
- handle multiple assignments simultaneously and meet deadlines
- take initiative to find answers/solve problems
- interact cooperatively with staff and management on all work issues

Skill to:

- extract specific, relevant data and information from a small to large body of materials
- comprehend and interpret complex information and materials, including procedures and policies
- apply policies and procedures in the completion of work assignments
- analyze and evaluate information to formulate conclusions and courses of action

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- make appropriate decisions based upon the facts and information available
- recognize the ramifications and possible impact of decisions and/or actions to determine appropriate courses of action
- prioritize assignments and projects to ensure completion with established timeframes and expected deadlines
- establish and maintain cooperative relations with others
- organize and identify the work activities to be completed by a work team completing a project; recognize the need to shift priorities and resources to complete projects and assignments within established timeframes and by expected dates

SPECIAL PERSONAL CHARACTERISTICS

- Requires fingerprint clearance

INTERPERSONAL SKILLS

- Enthusiastic - eager to learn
- Goal-focused - accepts increasing responsibility
- Self-disciplined – independently adjusts priorities and meets deadlines
- Customer-service focused – provides empathetic, timely, accurate and complete responses in all forms of communication

DESIRABLE QUALIFICATIONS

- Integrity – consistently adheres to his/her duties to execute the mission and responsibilities of the Commission
- 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 creative, practical and effective solutions to achieving desired goals

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Prolonged sitting, use of telephones, and computers
- Frequent contact with employees and some public contact
- Mobility to various areas in a two-story building
- Regular business hours between 8 am and 5 pm

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

- Analyze information and consistently form appropriate conclusions
- Communicate clearly and tactfully
- Read and follow written and oral instructions
- Shift tasks and work with multiple assignments with short deadlines

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

PERSONAL CONTACTS

Regular contact with:

- Educators
- County offices of education
- District offices
- Other state agencies

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- The public
- Internal staff

Limited interaction with:

- Other credential agencies outside of the state
- Commissioners
- Legislators
- Governor's Office
- Press

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Experienced incumbents will have an average level of responsibility. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized persons. The actions of the individual can and will affect the Commission's public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
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