

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

		RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME		POSITION NUMBER (Agency - Unit - Class - Serial)	
DIVISION/UNIT Division of Licensure Enforcement		CLASS TITLE Analyst II	

As a valued member of the Commission on Teacher Credentialing (CTC), you are expected to work collaboratively with colleagues, stakeholders, and members of the public to deliver the highest level of service. Your creativity and innovation are appreciated, and your commitment to fairness, honesty, respect, and professionalism is essential to the Commission'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 Analyst II is an advanced analytical classification that performs complex and sensitive analytical and program support work related to educator misconduct and credential fitness. Under the direction of the Supervisor I, the Analyst II independently evaluates complex case information, interprets and applies statutes and Commission policies, develops recommendations for management consideration, and provides technical guidance and coordination support to ensure consistent, timely, and compliant intake operations. The position serves as a bridge between analytical staff and supervisory staff and supports workforce development and operational continuity.

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%	Complex Case Analysis and Intake Operations • Performs complex analysis of credential applications, Professional Fitness Question responses, RAP sheets, law enforcement records, and school district notifications to determine jurisdiction and appropriate intake handling. • Interprets and applies applicable statutes, regulations, and Commission policies to complex or sensitive cases and develops analytical recommendations for management review. • Identifies case trends, risk factors, and operational issues and elevates significant matters to supervisory staff with proposed options or considerations.
20%	Advisory Support, Recommendations, and Decision Support • Develops written analyses and briefing materials to support supervisory and management decision-making. • Provides technical guidance to Analyst I and Office Technician staff regarding intake procedures, documentation standards, and workflow priorities. • Advises supervisory staff on complex intake issues, workload considerations, and procedural applications.
15%	Data Analysis, Monitoring, and Reporting • Analyzes workload, performance, and trend data to support operational planning, forecasting, and workload distribution. • Prepares recurring reports, summaries, and dashboards for management review and program oversight.
15%	Procedures, Desk Manuals, and Process Improvement • Evaluates existing intake procedures and identifies opportunities for improvement, consistency, and efficiency. • Assists in drafting and revising procedures, desk manuals, and guidance documents for supervisory review and approval. • Supports implementation of approved process improvements and procedural updates.

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10%	Committee of Credentials and Calendar Coordination • Coordinates preparation, reconciliation, and organization of cases for Consent Calendar and Discuss categories submitted to the Committee of Credentials. • Ensures documentation completeness, accuracy, and readiness in collaboration with analytical staff and supervisors.
10%	Special Projects, Workforce Development, and Collaboration • Coordinates and participates in special projects and initiatives, including records management, system enhancements, and cross-unit efforts. • Supports onboarding, training, and mentoring of analytical staff by sharing technical knowledge and best practices. • Represents the unit in workgroups or meetings as assigned and supports cross-functional collaboration.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. California credentialing laws, disciplinary practices, and Education Code provisions.
2. Criminal justice system terminology and rehabilitation standards.
3. Administrative operations of a regulatory agency.
4. Principles of case review, policy interpretation, and workflow documentation.
5. Data collection and reporting techniques.

Ability to:

1. Interpret complex documents such as police reports and school district letters.
2. Apply legal and regulatory provisions to real-world scenarios.
3. Work independently and prioritize tasks in a deadline-driven environment.
4. Analyze data, detect patterns, and suggest improvements.
5. Communicate effectively in both written and verbal forms.
6. Collaborate across units and provide leadership support in a non-supervisory capacity.

DESIRABLE QUALIFICATIONS

- Integrity, expertise, and reliability in carrying out duties.
- Teamwork and the ability to support cross-functional collaboration.
- Respect for differing viewpoints and service to the public.
- A problem-solving mindset focused on efficiency and compliance.

INTERPERSONAL SKILLS (optional)

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

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WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Standard business hours (8:00 a.m. – 5:00 p.m.); overtime as needed.
- Requires extensive computer use, phone communication, and file/document handling.
- Mobility within the Commission building.
- Daily contact with staff, management, and external stakeholders.
- Commitment to nondiscrimination and a safe, respectful workplace.

Physical Ability and Mental Ability:

- Must be able to perform duties with or without reasonable accommodation.
- Ability to shift between tasks, manage priorities, and maintain professional communication under pressure.

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

PERSONAL CONTACTS

- CTC staff and managers
- Educators and legal representatives
- Committee of Credentials Members
- Public agency personnel and school officials

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

This position involves a high level of responsibility in maintaining the confidentiality and accuracy of disciplinary and credential information. Errors in analysis, communication, or case processing could lead to adverse legal, professional, or public trust consequences.

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. An all-inclusive listing of work requirements. Individuals may perform other duties 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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