

DUTY STATEMENT

Position Details:

RPA Number: 22-###
Effective Date: #-#-2026
Employee Name:
Position Number (Agency-Unit-Class-Serial): 192-102-5402-XXX
Division/Unit: Division of Licensure Certification: Policy and Technology Unit
Class Title: Analyst III

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.

Under the general direction of the Supervisor II, the incumbent serves as a key resource for the most complex credentialing questions and is able to act with the Education Career Counseling team on a variety of technical and analytical functions. Incumbent will have a comprehensive understanding of the activities unique to the Commission's work; have experience working with relevant stakeholder groups; possess substantial working knowledge of all aspects of teacher preparation and licensure in California, understand California Education Code, Title 5 of the California Code of Regulations, educator and the policies and procedures which affect teacher credentialing in the State. 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><u>ESSENTIAL FUNCATIONS</u></p> <p><u>Educator Career Counseling.</u></p> <p>Address the most complex and sensitive questions about credential requirements from educators and credential analysts in the field. Provide real-time customer service for individuals who need assistance in identifying the best path for them to personally become an educator. Offer emailed responses, real-time virtual counseling appointments, or phone calls to help individuals understand the preparation, employment, and grant opportunities that exist based on their personal goals, location, and desired employment outcome. Serve as statewide expert on navigating all aspects of entrance into the teaching profession; engage in resource development cooperatively with other members of the Education Career Counseling team, which includes research into historical and current certification policies, the Education Code, Title 5 of the California Code of Regulations, and credential processing requirements and authorizations.</p>
25%	<p><u>Developing Resources and Disseminating Information.</u></p> <p>In partnership with IT, develop content for the credential information website, including assessment of site requirements and needs, development of site design and content, and creation of site pages.. Conduct ongoing maintenance of the site's content and update site as needed with changes to preparation requirements, licensure, and grant funding opportunities. Under the direction of the Supervisor II, present training, technical assistance, and workshops to CTC staff and statewide credential analysts in support of departmental initiatives and system enhancements. Utilize unique skills which combine a high level of technical knowledge of certification policy, and regulations to create resources and materials for the public. Working with other members of the Education Career Counseling team, actively recruit educators by attending and presenting at career fairs, colleges, and high schools.</p>
20%	<p><u>Certification Subject Matter Expert.</u></p> <p>Remain current on Certification policy and legislative initiatives related to educator certification for Certification and Agency staff. Prepare analysis for management review that includes interpreting regulatory and statutory requirements for educator certification, including teacher preparation pathways, requirements, and licensure obstacles. Analyze and resolve critical credential issues; and be able to evaluate policy alternatives and present ideas and information effectively both orally and in writing.</p>

10%	<u>Policy Development.</u> Engage in special policy and credential project assignments of the most complex nature, as directed by management and executive staff. Provide insight on policy development based on understanding the Education Code, Title 5 of the California Code of Regulations, and information on challenges faced by potential educators gleaned from providing Education Career Counseling guidance.
10%	<u>Special Projects.</u> Work with IT on technological enhancements. Update embedded language throughout various systems used by credential analysts in Certification including reject codes and saved responses. Organize and maintain Certification resources including archives. Create surveys, gather feedback, and do outreach with prospective and existing teachers to gauge interest and satisfaction with the profession and Commission resources.
5%	<u>MARGINAL FUNCATIONS</u> 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. Evaluate and process credential applications during times of high application volume to assist the Commission in maintaining its statutory application processing timeline.

Knowledge and Abilities:

Knowledge of:

- Incumbent will have comprehensive understanding of the activities unique to the Commission's work; have knowledge of the various credentials the Commission issues in addition to their certification requirements and what educational services and settings they authorize; experience working with relevant stakeholder groups; possess substantial working knowledge of California Education Code, Title 5 of the California Code of Regulations, and of policies and procedures which affect teacher credentialing and assignment in the State of California; have the skills to independently analyze and resolve critical credential issues; and be able to develop and evaluate policy alternatives and present ideas and information effectively orally, visually, and in writing.
- The incumbent will also have unique skills which combine a high level of technical knowledge of certification policy and regulations, an in-depth knowledge of educator licensure, Siebel database system, CTC Online, and Educator Credentialing systems, understanding of statutory requirements for educator certification, and excellent oral and written skills. The incumbent will be able to create and design web resources on the internal and external Commission websites. The incumbent will be able to engage in complex policy development that combines substantial historical knowledge of certification policies, the

Education Code, and Title 5 of the California Code of Regulations and credential processing requirements and authorizations.

Ability to:

- The incumbent will be able to provide training and technical assistance to CTC staff, contractors, and Commission Members in support of departmental strategic planning initiatives and federal requirements, and they will be able to answer the most complex and sensitive questions from educators, credential analysts in the field, legislative offices, and stakeholder groups; and independently commit to a course of action. They will also be able to explain new and/or complex policies in accessible ways for those unfamiliar with educator certification.

Interpersonal Skills:

- Enthusiastic—eager to share knowledge and promote an optimistic view of challenges
- Self-disciplined—independently adjusts priorities and meets deadlines
- Communication—strong oral and written communication skills
- Leadership—strong leadership skills and ability to galvanize divergent interests
- Collaboration—finds value in collaboration and encourages teamwork

Desirable Qualifications:

- Integrity—consistently adheres to his/her duties to execute the mission and responsibilities of the Commission
- Expertise—serves as a reliable source of accurate information
- Teamwork—works collaboratively
- Respect—recognizes the validity of other points of view and treats others with civility
- Problem solving—strives to find creative, practical and effective solutions; diffuse difficult situations with spontaneity, diplomacy and tact
- Knowledge—substantial knowledge of Education Code, Title 5 regulations, and credentialing requirements
- Communication—communicate effectively with parties that have divergent ideas or opinions
- Negotiating—ability to provide consultation on sensitive issues that have significant impact on the Division or Agency; able to negotiate and interpret broad application of certification policies that impact stakeholder groups throughout California and the nation
- Leadership—Ability to act independently and commit to a course of appropriate action

Special Personal Characteristics:

- Requires fingerprint clearance

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 multi-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 accommodation

Mental Ability:

- Ability to critically analyze information and consistently form appropriate conclusions
- Ability to communicate clearly and tactfully orally and in writing
- Ability to read and follow written and oral instructions
- Ability to shift tasks and work with multiple assignments with short deadlines
- Ability to negotiate and resolve the most sensitive situations with appropriate diplomacy

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

Personal Contacts:

As needed the incumbent serves as the designee for the Director of the Division of Licensure Certification to external groups such as educators, County Offices of Education, school district offices, other State agencies, stakeholder groups, the public, CTC staff.

The incumbent would have some contact with other credential agencies outside of the state, CTC Commissioners, legislators, the Governor's office, and the media.

The incumbent may be a point of contact for the Division of Licensure Certification on a variety of program and policy issues.

Level of Responsibility – Actions and Consequences

Experienced incumbents will have a high level of responsibility.

The incumbent will be responsible for independently producing highly accurate information and making informed, data-driven recommendations about certification policy, procedures, and regulations. Given these complex responsibilities, there is a high consequence for error.

MANAGER/SUPERVISOR STATEMENT:

I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

Manager/Supervisor Name (Print)	Manager/Supervisor Signature	Date

EMPLOYEE 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 Name (Print)	Employee Signature	Date

DRAFT SPACE

Language below was removed from the duties listed above and maintained here to be reinserted when moving from Analyst III to IV

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30%	<u>ESSENTIAL FUNCATIONS</u> <u>Educator Career Counseling.</u>
25%	<u>Developing Resources and Disseminating Information.</u>
20%	<u>Certification Subject Matter Expert.</u>
10%	<u>Policy Development.</u>
10%	<u>Special Projects.</u>
5%	<u>MARGINAL FUNCATIONS</u>