State of California
Commission on Teacher Credentialing
CCTC-AGENCY HR-101 (REV 07/26)

DUTY STATEMENT

Position Details:

RPA Number:
Effective Date:
Employee Name:
Position Number (Agency-Unit-Class-Serial): 192-102-5157-XXX
Division/Unit: Licensure Certification
Class Title: Analyst II

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 creativityand 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 supervision of the Custodian of Records, the Analyst II manages, organizes and retrieves physical and digital records pertaining to teacher credentials. The Analyst II serves as a subject matter expert in applying the California Public Records Act (PRA), and policies and procedures of the Commission. The Analyst II must be knowledgeable of credentialing documentation and records, the Credential Automated System Enterprise (CASE), the Educator Credentialing System (ECS) and possess good computer skills in Word, Excel and PowerPoint.

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.
40%	**ESSENTIAL FUNCATIONS** Independently, consistently and accurately apply the California Public Records Act (PRA), other applicable laws, rules and regulations, and Commission policies and procedures. Process and prepare internal, public, and legal records requests within statutory deadlines, including internal requests and external requests from Commission stakeholders. Review and process documents for exemptions or redactions. Work with Custodian of Record to enforce record retention schedules and handle archiving or destruction of materials. Coordinate with the division(s), input data into records management systems, and prepare certification documents. Use knowledge and expertise of credential documentation to obtain all credential documentation congruent with PRA requests.
30%	Prepare and maintain projects, reports, tracking systems, and resources. Responsible for the maintenance of records in the Licensing Branch, including credential, regulation, and assignment monitoring records, as well as records related to discipline enforcement. Correct any data elements that are maintained in the Commission's main database. Collaborate with staff and management within the Commission's Licensing Branch and participate in cross-functional planning. Analyze and make recommendations to revise materials, resources, tracking systems and procedures. Suggest improvements due to implementation plans and/or work processes to ensure accurate, detailed and timely work product.
20%	Review, process, and maintain the conversion of microfilm credential records for the Commission. Analyze/process requests to convert credential records and documentation contained in microfiche jackets into the CASE by reviewing the detailed records of educators. Determine appropriate credential and ancillary authorization(s) to be converted into CASE. Enter data into CASE to establish permanent automated records for educators.
10%	**MARGINAL FUNCATIONS** Work closely with, and act as backup for, the analyst assigned to process records requests within the Division of Licensure. Perform related professional assignments, consistent with the mission of the Commission. Work cooperatively with technical staff, certification staff and management on all confidential credential record related issues.

Knowledge and Abilities:

Knowledge of:

- Computers and computer programs: especially Microsoft Office Suite, Adobe products; Oracle databases
- Analytical and research techniques and processes
- All credential application types, including appeals and waivers
- Telephones and telephone systems
- CTC Online web-based credentialing submission system
- 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
- Communicate information clearly and concisely to audiences with varying levels of understanding
- Establish and maintain cooperative working relationships with management, staff and internal/external partners
- Establish project schedules and milestones to complete projects and assignments within desired timelines
- Introduce change in a positive manner to generate support for the change and minimize the perceived impact on others
- Provide group or one-to-one training to facilitate the transfer of specific knowledge and/or skills
- Develop detailed and specific procedures and processes outlining the steps to follow in completing departmental tasks
- Use database software to input, organize, research, track and retrieve data
- Maintain good work habits
- Plan and organize groups, meetings, teleconferences, video conferences, webcasts, on-site visits, walk-throughs, etc. with internal and external subject matter experts, staff, vendors, clients, stakeholders, etc.
- Attend, participate in and/or present ongoing on-the-job development activities such as training, workshops, and conferences
- Lead and assist in the development and understanding of existing business process and customer requirements

Skill to:

- Extract specific, relevant data and information from a small to large body of materials
- Comprehend and interpret complex information and materials, including standards, procedures and policies
- Apply policies and procedures in the completion of work assignments
- Analyze and evaluate information to formulate conclusions and courses of action
- 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

Interpersonal Skills:

- Enthusiastic - eager to learn
- Goal-focused - accepts increasing responsibility
- Customer-service focused – provides empathetic, timely, accurate and complete responses in all forms of communication
- Demonstrated ability to act independently, open-mindedness, flexibility, and tact
- Work cooperatively with others
- Group facilitation
- Excellent listening skills
- Excellent written and oral communication

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
- Demonstrate a commitment to performing duties in a service-oriented manner
- Demonstrate a commitment to maintaining a work environment free from discrimination and sexual harassment
- Excellent writing and presentation skills/Strong analytical and organizational skills
- Ability to interpret and transform regulations into policy
- Tactfulness and a positive attitude
- Excellent attendance, punctuality, and dependability
- Proficiency in Outlook, Excel, PowerPoint, Adobe, and Word
- Ability to follow detailed instructions

Work Environment, Physical or Mental Abilities

Work Environment:

- Prolonged sitting, use of telephones, and computers
- Mobility to various areas in a high rise building
- Regular business hours between 8 am and 5 pm
- Some travel required

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
- Colleges and universities
- Other state agencies
- The public
- Internal staff

Limited interaction with:

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

Level of Responsibility – Actions and Consequences

Experienced incumbents will have a high 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 STATEMENT:

I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

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

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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