

MANAGER, CREDENTIALS SERVICES

Reports to: Assistant Superintendent, Human Resources

Division: Human Resources

Our ideal candidate

You are an innovative professional with a proven track record for performing independent, advanced, analytical tasks. You are good with people, communicate effectively, solve problems, collaborate with others, and have excellent customer service skills. You are politically astute and adept at handling sensitive issues in a diplomatic and confidential manner. You are committed to providing the best service and leadership available to the Santa Barbara County Education Office (SBCEO) and the school districts we serve.

General description

Under the direction of the Assistant Superintendent, Human Resources, manage, plan, research, coordinate, and direct credentialing activities to assure the possession of valid, appropriate credentials for each person employed in a certificated position in Santa Barbara county school districts and the SBCEO. Assure legal and regulatory compliance as it pertains to the California Commission on Teacher Credentialing (CCTC). Provide information, training, and assistance to individuals in the processing of credential applications and requirements. Maintain and continually improve the credentials record-keeping systems and services.

Specific duties and responsibilities

- Manage and coordinate the credentials services program in Santa Barbara County
- Serve as the countywide liaison with the California Commission on Teacher Credentialing
- Serve as liaison between SBCEO, district staff, and Institutions of Higher Education (IHE) on all matters of certification and professional growth opportunities
- Conduct and attend meetings, presentations, and training sessions with state, county, and district personnel on current credentials practices including revised regulations
- Interpret and apply laws, regulations, policies, and procedures and monitor legislation related to credentialing
- Establish and update all credentials services policies and procedures for compliance with certification and licensure mandates
- Participate in grant-writing activities and manage resulting grant awards under the purview credentials services
- Oversee, develop, implement, and maintain internal and countywide professional growth programs for employees as they pertain to teaching credentials
- Design and create instructional, informational, and educational materials for trainings, instruction, and public resources
- Serve as primary source of academic advisement for SBCEO credentials programs including the coordination of admission, verification of applicant eligibility, maintenance of program accreditation, managing certification processes
- Perform other duties as assigned that support the overall objective of the position

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Requirements

Education: Bachelor's degree in education, business, or related field

Experience: five years of experience in a highly responsible position in the field of human resources, legal services, education, or other related field. Two years in a public education setting involving the credentialing process and interpretation and application of laws and regulations preferred.

Knowledge and skills

- Organization, functions, policies, procedures, and regulations of CCTC
- Current laws, regulations and rules related to credentialing and licensing
- Education process and steps to obtain credentials of all types including IHE course offerings transcript analysis, and pathways toward credentials
- Corrective and creative measures to resolve mismatched employee assignments
- Modern, valid, and reliable research methods and report writing techniques
- Oral and written communication skills to meet the needs of a variety of stakeholder groups

Abilities

- Work independently and manage complex systems with little or no direction
- Understand and follow oral and written directions
- Take initiative to research, interpret and disseminate credentials information regarding laws, rules, regulations and policy
- Communicate effectively in oral and written form and exercise tact and discretion in working with confidential or sensitive information
- Coordinate activities of geographically-diverse staff
- Evaluate transcripts and work experience and answer advanced technical questions
- Analyze situations accurately, devise creative solutions, and adopt an effective course of action
- Plan and organize work so as to meet schedules and timelines
- Train and provide work direction to others as assigned

Licenses and certifications

Valid California driver's license and insurance coverage as required by law.

Working conditions

Work is performed indoors with minimal exposure to health and safety hazards.

Management salary range 7

Approved by the Personnel Commission:	April 5, 1991
Revised:	Jan. 23, 1997
Revised:	Dec. 14, 2017