
PERSONNEL COMMISSION

LONG BEACH
UNIFIED SCHOOL DISTRICT
Excellence & Equity

Class Code: 3342
Salary Range: 28 (S1)

CREDENTIAL SERVICES SUPERVISOR

JOB SUMMARY

Under general direction, plan, oversee and participate in the review and processing of the documents relating to the certification and salary placement of certificated personnel; monitor certificated assignments, salary levels, applications and renewals to assure compliance with credential requirements; train and evaluate the performance of assigned staff; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, oversee and participate in the review and processing of documents relating to the certification and salary placement of certificated personnel; assign and review the work of personnel engaged in credentialing, certification and salary placement processes. **E**
- Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. **E**
- Serve as a liaison between individuals, the District, the County Office of Education and the Commission on Teacher Credentialing (CTC); investigate and resolve the more difficult and complex credentialing and salary placement issues; approve salary adjustments as needed. **E**
- Assure that certificated personnel hold valid and appropriate credentials for their assignment and are paid at the appropriate level; advise administrators and employees of misassignments and salary placements; adjust and approve salary adjustments; maintain confidentiality of privileged and sensitive information related to personnel matters. **E**
- Provide assistance, advice and information to applicants, District employees and certificated personnel concerning current laws and requirements pertaining to a variety of credentials issued by the CTC and District salary policies and procedures; advise employees concerning credential forms. **E**
- Receive and process new and renewal credential and permit applications; review applications for completeness and accuracy; distribute credential paperwork to applicants; accept appropriate application fees; determine if fingerprinting is necessary for new hire certificated employees. **E**
- Analyze and attach supporting documentation to applications; duplicate necessary forms and materials; complete evaluation worksheet and necessary paperwork; input application information into computerized database for tracking and reporting purposes; mail applications to the CTC. **E**

- Evaluate transcripts and records to determine eligibility for credentials; notify employees regarding missing items; advise out-of-state applicants regarding credentialing; recommend eligibility of applicants to appropriate administrator. ***E***
- Review and verify college and university transcripts of applicants and current employees to determine salary schedule placement according to District guidelines and collective bargaining agreements; calculate employee salaries; review employment experience and recommend salary credit as appropriate. ***E***
- Review applications and verify credential information to determine eligibility for leadership or administrative positions within the District; review recommendations for administrative assignment changes. ***E***
- Oversee the periodic auditing of personnel files for contract status, years of service, credentials and proper salary placement; review credentials of certificated employees to assure that they are current and meet current requirements for renewal; notify employees of expiration of credentials. ***E***
- Assemble confidential and sensitive information related to credentials and salaries; prepare and maintain personnel files, records and folders; maintain records for evaluation and tenure purposes; coordinate the preparation of evaluation reports. ***E***
- Prepare, maintain and submit a variety of records and reports pertaining to assigned activities; compose correspondence, letters, memoranda, forms and other documents as needed. ***E***
- Initiate and receive telephone calls concerning credential and salary issues; greet and assist visitors; conduct research as needed to obtain pertinent information; verify receipt of materials from applicants. ***E***
- Receive lists of temporary contract employees; verify type of credential held and expiration data utilizing various databases; determine if credential authorizes their assignment and if employee is eligible for regular contract status; compile related reports. ***E***
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work. ***E***
- Attend, conduct and participate in job fairs and workshops related to assigned activities to maintain current knowledge of laws, codes, rules and regulations. ***E***
- Participate in and oversee the preparation of special projects as directed.
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized **E** which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

DISTINGUISHING CHARACTERISTICS

An incumbent in the Credential Services Supervisor classification supervises other personnel engaged in credentialing, certification and salary placement processes while performing complex and difficult work requiring a thorough knowledge of personnel rules, regulations and applicable sections of the Education Code. Incumbents are required to maintain the confidentiality of sensitive and privileged information and must demonstrate exceptional interpersonal skills and positive public relations in their contacts with the public and District employees.

EMPLOYMENT STANDARDS

Knowledge of:

Current laws, codes, regulations and rules related to credentialing and compensation.
Practices and procedures related to certificated personnel.
District personnel policies and procedures.
Merit system rules and regulations.
Organization and functions of the Commission on Teacher Credentialing.
Principles and practices of supervision and training.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Oral and written communication skills.
Certificated payroll procedures.
Bargaining unit contracts and salary schedules.
District organization, operations, policies and objectives.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.
Modern office practices, procedures and equipment.
Operation of a computer and assigned software.
Basic math.
Telephone techniques and etiquette.

Ability to:

Plan, oversee and participate in the review and processing of documents relating to the certification and salary placement of certificated personnel.
Provide technical information and assistance to others concerning employment policies and personnel transactions related to credentials and other human resources matters.
Investigate and resolve the more difficult and complex credentialing and salary placement issues.
Read, interpret, apply and explain applicable laws, codes, rules, regulations and policies related to credentialing and salary placement.
Train, supervise and evaluate personnel.
Assign and review work.
Monitor credential status of certificated personnel.
Audit and update personnel files.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and prepare reports.
Maintain current knowledge of applicable laws, codes, rules and regulations.
Analyze situations accurately and adopt an effective course of action.
Work independently with little direction.
Add, subtract, multiply and divide quickly and accurately.
Maintain confidentiality of sensitive and privileged information.
Complete work with many interruptions.
Operate a variety of office equipment including a computer and assigned software.

Education and Training:

Associate's degree with course work in business administration, human resources management or a related field.

Experience:

Four years of experience performing K–12 public school or university credential analysis. Experience in a lead or supervisory capacity is desired.

OR

Two years of experience as a Credential Services Specialist or Human Resources Technician with the Long Beach Unified School District.

Any other combination of education, training and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and possession of a valid California driver's license.

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

WORKING CONDITIONS

Office environment.
Constant interruptions.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information in person and on the telephone.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching to file materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 9/7/2023