Job Opportunity

Commission on Teacher Credentialing

Ensuring high quality educators for California's diverse students, schools and communities

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

Salary:	$4,400-$5,508	**Work Hours:**	8:00 a.m. – 5:00 p.m.
Tenure/Timebase:	Permanent/Fulltime	**Final Filing Date:**	July 9, 2014
Contact:	Julie Gillaspy 916-323-5979 jgillaspy@ctc.ca.gov	**Office/Location:**	Commission on Teacher Credentialing Certification Division 1900 Capitol Avenue Sacramento, CA 95811-4213

The Commission on Teacher Credentialing (CTC) is a **Special Funded** agency and is conveniently located in the downtown area near many popular restaurants, shops, public transportation, and affordable parking options. The purpose of the CTC is to ensure integrity and high quality in the preparation, conduct and professional growth of the educators who serve California's public schools. Its work shall reflect both statutory mandates that govern the Commission and research on professional practices.

The Certification, Assignment and Waivers Division of the Commission on Teacher Credentialing ensures requirements have been met for all credentials, certificates and permits issued by the state of California that authorize teaching and services in its public schools, it is the primary point of contact by educators and ensures requirements have been met for all certification documents that authorize teaching and services in California public schools.

Under direction of the Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) performs the full range of duties in determining academic eligibility with a high degree of independence and is assigned a wide variety of projects. The work is typically complex and requires an in-depth knowledge of statutes, regulations, requirements and authorizations of certification documents issued by the Commission that are used in California's public schools. The AGPA works with management to streamline efficiencies to improve and implement workload management changes, recognize trends affecting workload and recommend solutions to issues relating to the Certification, Assignment and Waiver Unit. The AGPA is the journey-level class for persons to perform teacher credentialing analysis and eligibility determination. In support of these functions, the AGPA serves as subject matter expert in interpreting and applying Education Code, Title 5 regulations, unit policies and procedures of the Commission. The AGPA must be knowledgeable of the requirements for all credentialing types, the Credential Automated System Enterprise (CASE), the phone system and possess good computer skills in Word, Excel, and PowerPoint. Incumbents work independently and in a team environment with the highest level of independence to complete assignments to meet the Commission's legislative mandated timelines and business goals.

Duties include, but are not limited to,

ESSENTIAL FUNCTIONS

- Credential Analysis:
  Review, analyze and either grant or reject applications for public school credentials and permits; Analyze, review and process online recommendations, including applications with special circumstances such as Appeals, Waivers and State Licensing Match system.

- Quality Assurance and Training:
  Assist in staff monitoring for quality assurance and identified training needs, including serving as a subject matter expert. Assist on wide variety of training, including but not limited to, train staff on credential application processing, email responses, automated application processing. Attend meetings, review and record work and provide input to Staff Services Manager I on staff/trainees regarding training quality, participation and ability. Perform analysis on the impact of legislative changes to the internal and external policies and procedures. Provide input to management on

performance, development plans, improvement and enhancements. Work cooperatively with technical staff, certification staff and management on all work issues.

- Communication- Written and Oral:
  Answer direct questions from staff and stakeholders on the most complex applications including email responses. Develop written communications including Coded Correspondence and Credential Information Alerts to the field related to regulatory amendments, legislative mandates, and policy changes. Present and train staff on issues above: Draft, develop and/or organization of Certification, Assignment and Waivers Division policy and procedures.

- Prepare and maintain project reports and work plans; coordinate Certification section meetings; collaborate with other divisions and TOSB and participate in cross-functional planning. Analyze and make recommendations to revise materials, division publications, leaflets, CASE Notes, and suggest production enhancements as a result of implementation plans and/or work processes to ensure that staff and stakeholders have a good understanding of the tools, resources, processes and procedures available to them.

MARGINAL FUNCTIONS

- Special Projects/ Workshops/Conference
  Prepare comprehensive detailed material and present at credential information forums, new personnel and special workshops and conferences. Work on special projects as directed by management.

- Prepare letters for management and/or Director's signature.

- Special note:
  Consult with staff at all levels, including Managers, on the most complex issues. May be temporarily reassigned to other units for professional growth and development or as needed for operational need.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Computers and computer programs: especially Microsoft Office Suite, Adobe products; Oracle database
- 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 division.

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.
- Reason logically and creatively
- 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.

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

- 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

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
  - Knowledge of contract laws
  - Positive interpersonal skills and ability to interact with a wide range of people
  - Extensive knowledge of the Microsoft Office Suite
  - Experience working with contract management
  - Some travel required
- Excellent organizational and computer skills (i.e. Microsoft Excel, Access, and Word)
  - Positive interpersonal skills with the ability to interact with a wide range of personalities
  - Ability to work independently as well as part of a team
    - Tactfulness and a positive attitude
    - Excellent attendance, punctuality, and dependability
    - Excellent organizational and interpersonal skills
    - Proficiency in Outlook, Excel, PowerPoint, Adobe, and Word
    - Ability to follow detailed instructions

CONDITIONS OF EMPLOYMENT: *Fingerprint Clearance is Required*.

WHO MAY APPLY:

Individuals who possess the desirable qualifications listed above, and are currently at Associate Governmental Program Analyst classification or who have list, transfer, or reinstatement eligibility to the above class may apply. Appointment is subject to the State restriction of Appointment (SROA).

FILING INSTRUCTIONS:

Interested applicants must submit a State Application form, STD 678, addressed to Commission on Teacher Credentialing, Office of Human Resources at 1900 Capitol Avenue, Sacramento, CA 95811-4213, Attention Julie Gillaspy, postmarked no later than the filing date. Emailed or faxed applications will not be accepted. **All applicants must clearly indicate the basis of their eligibility (*i.e., SROA, surplus, reemployment, reinstatement, transfer, or list eligibility*) and write " RPA No.14-047" on the application**. Applicants may be required to supply verification of minimum qualifications (i.e. transcripts) upon request. The applications will be screened and only the most qualified applicants will be invited for an interview.

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