

## CONTRA COSTA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: HUMAN RESOURCES TECHNICIAN**

### **RANGE: 18**

### **BASIC FUNCTION:**

Under the direction of the assigned supervisor, perform a variety of human resources activities and technical duties in the review and processing of documents relating to the certification of personnel; serve as a liaison between County Office and school districts, and credential staff regarding credential requirements, procedures and related matters; applications and renewals to assure compliance with credential requirements and authorizations.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Perform a variety of human resources activities including technical duties in the review and processing of documents relating to the certification of personnel; receive, review and process applications for professional and regular teaching credentials, including on-line applications.

Serve as support and provide assistance in coordinating teacher trainings such as CSET and VPSS; and serve as staff support to Teacher Intern Program.

Serve as a liaison between County Office and school districts, and credential staff regarding credential requirements, procedures and related matters; initiate and receive phone calls, e-mails and faxes to clarify credential requirements and procedures, interpret legislation and policies; assist applicants and employees with completing related forms; prepare application packets as needed.

Issue Temporary County Certificates permitting teachers to be in assignments while credential application is in process at the CTC.

Notify districts of employee credential expiration dates and assist with the renewal process; hold pay warrants for expired credentials; distribute application materials and related information as requested.

Maintain automated employee records; generate a variety of computerized lists and reports as requested; update college system to reflect new TCC's expirations for the County Office and districts; assure accuracy of input and output data.

Prepare and disseminate correspondence, forms, announcements and other materials as needed; prepare and maintain delay logs, newsletters, expired credentials, payroll and other records and reports related to assigned activities.

Perform a variety of general clerical duties in support of assigned Human Resources programs and functions including typing, filing, duplicating, collecting and distributing materials; process a variety of forms and applications; assist personnel and applicants with completing paperwork.

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Receive and process personnel actions related to changes, movement or adjustments in positions for County Office personnel; receive and log change requests related to staff movement; prepare and maintain records and reports related to movement of staff.

Provide information and assistance to County Office personnel, job applicants and the general public regarding assigned personnel functions; respond to inquiries and provide information concerning related standards, requirements, policies and procedures.

Provide support in other human resources activities including participating in interviews, orientation of new employees, maintaining web site information related to personnel, and setting up equipment for meetings and presentations as requested.

Participate in activities related to County Office substitute teacher new hires including personnel actions and application evaluations.

Communicate with administrators, staff, applicants, outside agencies and the public to exchange information, coordinate activities and resolve issues or concerns.

Attend meetings as required; maintain current knowledge of credentialing legislation and administrative changes.

Order credential supplies as needed including test booklets, credential applications and others.

Operate a variety of office equipment including a copier, fax machine, typewriter, computer and assigned software.

**OTHER DUTIES:**

Process Children's Center permits according to established procedures.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Current laws, codes, regulations and rules related to credentialing.
- State of California credential requirements and procedures.
- Practices and procedures related to certificated personnel.
- Operations, policies and objectives relating to personnel activities.
- Oral and written communication skills.
- Technical aspects of field of specialty.
- Modern office practices, procedures and equipment.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Record-keeping and report preparation techniques.
- Operation of a computer and assigned software.
- Mathematic computations.

**ABILITY TO:**

Perform a variety of technical duties in the review and processing of documents relating to the certification of personnel.

Serve as a technical resource to district personnel and applicants concerning credential eligibility, requirements and procedures.

Monitor certificated assignments, applications and renewals to assure compliance with credential requirements and authorizations.

Assure certificated personnel hold valid and appropriate credentials and are paid at proper levels.

Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.

Establish and maintain certificated employee and applicant records and files.

Verify and evaluate transcripts, records and applications to determine eligibility for credentials.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Determine appropriate action within clearly defined guidelines.

Operate a variety of office equipment including a computer and assigned software.

Maintain records and prepare reports.

Meet schedules and time lines.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and three years increasingly responsible human resources experience.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Drive a vehicle to various sites to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.