



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Manager, Support Services**

**Class Code: 1358  
Work Days: 225**

**GENERAL PURPOSE**

Manage the credentials/live scan unit and the clearing house for school districts and community colleges in Orange County; and provide assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives direction from higher level management staff
2. Exercises direct supervision over technical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
  2. Direct activities of the Credential/Live Scan unit including maintaining a current credential registry for payroll verification.
  3. Audit, monitor, and review assignment of certificated personnel in the Orange County public school districts; investigate complaints by certificated personnel county wide who feel they are mis-assigned.
  4. Evaluate qualifications of applicants for teaching credentials; counsel individuals and school district representatives as to course deficiencies; recommend alternatives.
  5. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.
  6. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
  7. Plan, prioritize, assign, supervise, and review the work of staff responsible for providing for providing credentialing and fingerprinting services.
  8. Serve as resource person for district personnel administrators.
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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

9. Serve as liaison with licensing experts from county offices and institutions of higher education state wide; coordinate with institutions of higher education, professional organizations, and the Commission on Teacher Credentialing to implement Commission policies.
10. Represent the Orange County Department of Education and its school districts before the Commission on Teacher Credentialing and Department of justice.
11. Evaluate and interpret new and current laws, regulations, and policies pertaining to certification requirements and assignment issues; recommend changes in internal policies and procedures as appropriate.
12. Develop and analyze proposed legislation; provide summaries to staff and district personnel; propose amendments to legislation as needed.
13. Develop and present training workshops related to licensing and assignment of certificated personnel in the Live Scan fingerprinting operation and the consortium/clearing house.
14. Develop, review, and revise procedures used to record credentials; develop procedures used to verify and monitor assignments.
15. Develop, review, and revise procedures used to record fingerprint clearance for members of the consortium/clearing house for temporary, part-time, and substitute personnel.
16. Participate in the preparation and administration of the credentialing program and Live Scan operation budgets; submit budget recommendations; monitor expenditures.
17. Evaluate and interpret new and current laws and regulations pertaining to the Live Scan fingerprinting operation and recommend changes in external policies and procedures as appropriate.
18. Maintain necessary records and prepare various reports as needed; compose correspondence as necessary.
19. Must demonstrate attendance sufficient to complete the duties of the position as required.
20. Perform related duties similar to the above in scope and impact as required.

## **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

### **Knowledge of:**

1. Pertinent federal and state laws, regulations, and policies related to the assignment of certificated personnel.
2. Pertinent federal and state laws and regulations regarding fingerprinting for school employees and service providers.
3. Basic operations, services, and activities of credentialing and fingerprinting programs.
4. Principles of effective supervision, leadership, training, coaching and performance evaluation.
5. Modern principles and practices of credentialing program development and implementation.

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**Knowledge of (cont.):**

6. Basic procedures, methods, and techniques of budget preparation and control.

**Ability and Skill to:**

1. Negotiate with representatives of institutions of higher education and professional organizations and Commission staff to interpret requirements of the Commissions' regulations and policies.
2. Develop and administer procedures and policies.
3. Prepare and administer the credentials and fingerprinting budgets.
4. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
5. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
6. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
7. Establish and maintain effective working relationships with various constituencies.
8. Interpret and explain laws, codes, contracts, policies, and procedures.
9. Develop and present training materials.
10. Prepare clear and concise correspondence, reports, and other written materials.
11. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
12. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in education, public administration, or a related field, and four years of responsible administrative experience in credentialing programs.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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### **Physical Demands**

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee typically works in an office environment that is fast paced with high pressure.

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