



Orange County Department of Education
Human Resources Department
Classified Class Specification

Class Code: 5111
Date Adopted: 7/1/2024

FLSA Status: Nonexempt
Union Representation: Represented

Credentials Assistant

GENERAL PURPOSE

Under general supervision, performs a wide variety of difficult and responsible clerical, office, and administrative support duties related to reviewing and processing certification applications and maintaining records pertinent to certification for employment in California K-12 public schools; and rolling fingerprints and transmitting/receiving Department of Justice reports; types technical documents and reports; creates and maintains specialized reports, records, and files office; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Credentials Assistants are responsible for independently performing a wide variety of difficult and responsible secretarial, clerical, and office support functions requiring detailed knowledge of OCDE and division rules, policies, and procedures. Incumbents provide administrative support for multiple staff and use advanced word processing, spreadsheet, and graphics skills in the development of technical documents and presentation materials. Assigned work requires the use of initiative and judgment in selecting appropriate work methods and the ability to handle routine to non-routine questions, complaints, and problems based on knowledge gained through experience.

Credentials Assistant is distinguished from Credentials Specialist in that incumbents in the latter class are responsible for ensuring certificated staff in Orange County school districts possess the correct credentials for their current assignments. Incumbents carry out a wide variety of difficult and responsible secretarial, administrative, and technical procedural duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being 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. Act as initial contact to credential applicants and others seeking fingerprint clearance for employment in K-12 public schools in Orange County; provide assistance and information concerning pertinent state education codes and Title V requirements and regulations; roll fingerprints and transmit to DOJ for clearance reports relative to public school employment; and answer questions and refer callers/visitors to appropriate resource as necessary.
2. Utilize specialized software and database programs as required by department functions to access, update, track, and maintain a variety of specialized records and information; and review, compile,

track, and check data and information from a variety of sources, identify discrepancies, and either resolve or refer for resolution.

3. Research, develop, maintain, and update specialized and custom forms, logs, files, schedules, databases, spreadsheets, lists, records, and reports to support technical work processes in areas of assigned responsibility; and design, develop, and maintain spreadsheets requiring data interpretation and manipulation.
4. Collect, organize, compile, interpret, and/or review detailed, technical, and/or high-priority data and information from a variety of reports, surveys, logs, lists, and other materials submitted by school sites, consultants, vendors, and/or OCDE departments; review, compare, and reconcile assigned data and information for accuracy, completeness, and compliance with OCDE and state requirements; and upon review and verification, processes and/or distributes to appropriate parties.
5. Perform administrative support duties for assigned staff members; makes training and travel arrangements; maintains an inventory of office supplies; requests facilities and equipment repairs; draft, type, complete, submit, and/or distribute memoranda, correspondence, consultant agreements, contracts, flyers, lists, manuals, agendas, logs, calendars, applications, reports, forms, and other documents; and proofread, check, and verify materials' accuracy, completeness, and compliance with OCDE standards, policies, and procedures, as well as legal requirements.
6. Ensure materials, reports, and documents for signature are accurate and complete; and distribute or submit pertinent documentation to appropriate sources.
7. Receive and process sensitive information and ensure it is maintained according to OCDE policies and procedures and pertinent laws and regulations.
8. Perform event/logistical planning; coordinate and make arrangements for a variety of large-scale workshops, meetings, trainings, conferences, and special events at OCDE and off site; including hotel accommodations, flight reservations, and itineraries; secure event locations; arrange room and equipment setup/cleanup and catering/refreshments; design and prepare agendas, name badges, and certificates of completion; and order and assemble conference materials, handouts, binders, and/or packets.
9. Create registration databases; greet participants; answer questions or inquiries from event participants regarding registration, event location, and payments; and collect and compile participant survey data from evaluation forms.
10. Track program budgets and maintain records on project expenditures; identify and report discrepancies; invoice program participants, reconcile accounts to ensure full payments are received, and deposit payments; reconcile purchase orders and invoices; and provide budget reports to appropriate staff ensuring they have timely, accurate information.
11. Coordinate grant application processes and maintain grant databases.
12. Receive and respond to telephone calls and e-mail correspondence; greet and direct visitors; handle routine inquiries and complaints, and/or provide detailed, technical information regarding OCDE and department/program policies and procedures to school administrators, parents, consultants, vendors, other OCDE departments and staff, and/or the public; and refer questions or complaints to appropriate staff member or department as necessary.

OTHER DUTIES

1. May provide administrative and secretarial support to designated committees or advisory councils; prepare, draft, compile, copy, and distribute related notices, reports, agendas, and other materials; and attend meetings and take, transcribe, and distribute minutes.
2. May attend a variety of meetings, training sessions, conferences, committees, workshops, and seminars at OCDE and off site.
3. Conduct special projects as assigned.

QUALIFICATIONS

Knowledge of:

1. Office administrative and procedures, including recordkeeping practices and procedures.
2. Principles and practices of sound business communication; and correct English usage, including spelling, grammar, and punctuation.
3. Terminology, work processes, and local, state, and federal requirements applicable to areas of assigned responsibility.
4. Advanced uses of word processing, spreadsheet, database, graphic, and other software to create documents and materials requiring the interpretation and manipulation of data.
5. Basic research techniques, methods, and procedures.
6. OCDE administrative policies, procedures, and approval processes applicable to payroll, timekeeping, budget, fiscal, purchasing, travel, and training, contracts, maintenance of public records, and other administrative processes.
7. Basic methods and techniques of project management.

Ability and Skill to:

1. Operate standard office equipment and a computer using word processing, spreadsheet, and other standard business software; and type accurately.
2. Manage multiple and rapidly changing priorities to meet the needs and expectations of management.
3. Organize, set priorities, take initiative, and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain, and reach sound decisions in accordance with regulations, policies, and procedures.
5. Organize, research, and maintain complete and extensive office files.
6. Compose correspondence and prepare documents based on brief instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Prepare clear, concise, and comprehensive correspondence, reports, and other written materials.
9. Understand and follow written and oral instructions.
10. Maintain highly sensitive and confidential information and handle sensitive and difficult situations.

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11. Establish and maintain highly effective working relationships with management, administrators, staff, teachers, parents, students, community organizations, the public, vendors, and others encountered in the course of work.
 12. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a high school equivalency test and at least three (3) years of office administrative or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

Obtain valid California-issued Fingerprint Rolling Certification within six months of employment.

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.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

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 administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under 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. Employees work under typical office conditions and the noise level is usually moderate.