

**DUTY STATEMENT**

CCTC-AGENCY xxx (REV 06/11)

	RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-302-5157-	
DIVISION/UNIT Division of Professional Practices/Intake	CLASS TITLE Staff Services Analyst	

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

**BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.**

The Staff Services Analyst (SSA) is an entry level position that independently collects and analyzes documents related to educator misconduct. The SSA shall perform the following duties under the general supervision of the Staff Services Manager I within the Division's Intake Unit.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
45%	<p><b><u>Essential Functions:</u></b></p> <p><b>Potential Letter of Inquiry cases:</b> Independently attains and analyzes documents such as Record of Arrest and Prosecution (RAP) Sheets, criminal arrest and investigative reports, investigative reports from other licensing agencies and School Districts, court dockets, National Association of State Directors of Teacher Education and Certification (NASDTEC) reports regarding out-of-state educator licensing actions. Evaluates documentation to determine whether additional information is needed to completely document all misconduct. Identifies the most relevant facts and aggravating factors. Determines the necessary level of review based on the facts of the case and forwards a synopsis of the case to Management for approval of the recommendation.</p>
15%	<p><b>Consent Calendar and Discuss Cases:</b> Identifies and prepares cases to be reviewed by the Committee of Credentials as Consent Calendar and Discuss items by preparing a typed summary of allegations, circumstances, and criminal convictions.</p>
10%	<p><b>Contacts:</b> Communicates daily by telephone, email, chat and postal mail with respondents, attorneys, school districts, licensing agencies, law enforcement, courts and others regarding vital and sensitive material and information. Responds in a professional manner to the most complex, sensitive and confidential communications following the Commissions' and Committee on Credentials standards and procedures. Handles the more difficult and sensitive telephone and email inquiries from applicants, credential holders or their legal representatives.</p>
10%	<p><b>Granting Applications:</b> Reviews and grants credential, permit, and other educator license applications. Notifies respondents, attorneys, school districts and other relevant parties when an application has been granted.</p>
5%	<p><b>Procedures:</b> Develops, revises, implements and maintains DPP procedures, database manuals, policies, and processes. Provides expert analysis of existing procedures, manuals, and policies, to ensure DPP maintains the most current procedures and training material to achieve consistency in the handling of DPP cases.</p>

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<b>MARGINAL FUNCTIONS</b>	
5%	<b>Meetings:</b> Attend and record minutes of staff and confidential COC meetings. Assist COC members and division staff in the processing/obtaining of travel advances and reservations and ensure that travel expense claims are completed and processed.
5%	<b>Special Projects &amp; Assignments:</b> Organize and monitor special projects and assignments within the division.
5%	<b>CMU Cross-Training:</b> Independently reviews and analyzes all information contained in CTC files, such as police reports, court documents, and affidavits, records from other governmental entities, letters from testing organizations, school districts, and credential applications. Determines if the file is complete and if a disciplinary review is the appropriate action. Identify the most relevant facts. Summarizes information from the individual under review. Determines the circumstances in aggravation and mitigation in each case. Summarizes the information in a Confidential Investigative Report in an unbiased, clear, and concise manner. Prepares agenda sheet and supporting documentation for each case reviewed by the COC. Coordinate the submission of materials for COC review.

**KNOWLEDGE AND ABILITIES***Knowledge of:*

1. Current laws, codes and regulations regarding teacher education and disciplinary practices in California.
2. Current laws related to criminal justice system, including infractions, misdemeanors and felonies as well as rehabilitation.
3. General sentence and paragraph construction and the proper use of the English language for writing.
4. Microsoft Word, Excel, Outlook, Adobe Acrobat and/or various database systems
5. Administrative functions, organization and structure of the Commission on Teacher Credentialing.
6. California principles and methods of disciplinary practices for teachers.

*Ability to:*

7. Interpret and apply facts found in police and other investigation reports, court records, and RAP Sheets and apply the provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
8. Resolve problems in a practical, creative, resourceful and effective manner.
9. Handle stressful or sensitive issues with tact and diplomacy.
10. Perform in an independent and creative manner.
11. Speak effectively and write clear, concise reports.
12. Utilize effective techniques in human relations.
13. Analyze situations accurately and take effective action.
14. Demonstrate a sense of responsibility for the job and maintain good attendance.

**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.

**INTERPERSONAL SKILLS**

- Communicate with and interact with management, staff, and internal and external stakeholders in a professional manner contributing to the overall productivity of the unit, division and agency.
- Address problems or complaints regarding departmental and/or unit policies, procedures, and /or services routinely in a calm and courteous manner.
- Provide reliable and accurate information to applicants, licensees and others

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## WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

### Work Environment:

- Overtime may be necessary depending upon the situation (ie travel, attendance at conferences etc.)
- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact
- Requires mobility to various areas of the CTC and the ability to work business hours of 8 am to 5 pm
- Requires fingerprint clearance

### Physical Ability

- Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

### Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments

*Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.*

## PERSONAL CONTACTS

- CTC management and staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credentials members

## LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person. The actions of the individual can and will affect the CTC's public responsibility and the safety of the children of California.

### MANAGER/SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
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### EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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