



PERSONNEL COMMISSION

Class Code: 3291
Salary Range: 38 (M2)

CERTIFICATION SERVICES MANAGER

JOB SUMMARY

Under general direction, plan, organize and manage the operations and activities of the Certification and Employment Services unit of the Personnel Commission; serve as a resource to District personnel, applicants and others concerning personnel policies, procedures, laws, codes, rules and regulations; train and supervise the performance of assigned staff; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, organize and manage the certification, hiring and onboarding of classified, limited term, and exempt employees; assure compliance with applicable policies, procedures, laws, codes, rules, and regulations. **E**
- Serve as a resource to District personnel, applicants and others concerning personnel policies, procedures, laws, codes, rules and regulations; participate in the formulation and amendment of personnel policies, procedures, rules and regulations, and systems. **E**
- Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; monitor and adjust workflow and assignments. **E**
- Evaluate viability of applicant pools on eligibility lists and recommend abolishment or extension of eligibility lists; coordinate the initiation of recruitment processes and review of classification specifications with other department managers. **E**
- Oversee and manage the receipt, review and tracking of Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprint transmittal forms; provide clearance status of applicants to staff; maintain confidentiality of sensitive and privileged information. **E**
- Remove employment candidates from eligibility lists in accordance with applicable laws, codes, rules and regulations; notify candidates of removal and appeal procedures. **E**
- Implement classified staffing reductions in accordance with applicable laws, codes, rules, regulations, and memorandums of understanding (MOU's); calculate employee seniority and determine employee bumping rights and placement options; provide displacement services for affected employees; maintain classified reemployment lists. **E**
- Oversee and manage the distribution and receipt of classified and substitute employee performance evaluations; oversee the classified transfer request process. **E**

- Oversee and manage the operations and activities related to the use and placement of classified substitute employees and Extended School Year (ESY)/Summer Employment. ***E***
- Research, compile and prepare or direct the preparation of a variety of statistical and narrative reports related to assigned functions; create and maintain a variety of auditable records and files; compose a wide variety of formal correspondence and other written materials; create and revise employment forms. ***E***
- Communicate with administrators, personnel, outside agencies and vendors to coordinate activities, resolve issues and exchange information; interpret, apply and explain personnel policies, procedures, contracts, laws, codes, rules and regulations. ***E***
- Attend a variety of meetings such as Personnel Commission, Board of Education, Principal or site meetings to observe actions, speak publicly about complex personnel issues, respond to questions, and make official presentations as requested. ***E***
- Create, review and approve online Vacancy Assignments (VA's); serve as an alternate approver for senior management; participate in classified position tracking and control activities. ***E***
- Operate a variety of office equipment including a computer and assigned software; utilize applicant tracking, absence management, human resources information systems, spreadsheets, and databases; drive a personal vehicle to conduct work. ***E***
- Attend and participate in a variety of meetings, conferences and trainings; maintain current knowledge of laws, codes, rules and regulations; serve on assigned committees; conduct presentations and in-service trainings related to assigned activities as requested. ***E***
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized E which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Certification Services Manager plans, organizes and manages the daily operations and activities of the Certification and Employment Services unit of the Personnel Commission including certification of eligibility lists, hiring and onboarding of employment candidates, removal of candidates from eligibility lists, requests for transfer, placement of substitute employees, summer employment, distribution and receipt of performance evaluations, implementation of staffing reductions, and other related classified employment processes of a merit system school district. Incumbents are required to maintain the confidentiality of sensitive and privileged information and must demonstrate exceptional customer service, interpersonal skills and positive public relations in their contacts with the public and District employees.

EMPLOYMENT STANDARDS

Knowledge of:

Functions and operations of a classified personnel office.
Practices and procedures related to classified, limited term and exempt personnel.
Applicable sections laws, codes, rules, and regulations regarding assigned personnel activities.

Principles and practices of supervision and training.
District organization, operations, policies and objectives.
Bargaining unit contracts and salary schedules.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Public speaking techniques.
Record-keeping and report preparation techniques.
Mathematical computations.
Modern office practices, procedures and equipment.
Operation of a computer and assigned software.

Ability to:

Plan, organize and manage the operations and activities of the Certification and Employment Services unit of the Personnel Commission.
Serve as a resource to District personnel, applicants and others concerning personnel policies, procedures, laws, codes, rules and regulations.
Interpret, apply and explain applicable laws, codes, rules, regulations and policies.
Train, supervise and evaluate the performance of assigned staff.
Foster a teamwork environment and positive organizational relations.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Resolve issues and concerns related to assigned activities.
Demonstrate empathetic listening and interpersonal skills with individuals from varying cultural and socioeconomic backgrounds.
Compose correspondence and written materials independently.
Prepare comprehensive narrative and statistical reports.
Prepare and maintain records and files.
Research, compile, analyze and verify data.
Prepare and conduct oral presentations.
Operate a variety of office equipment including a computer and assigned software.
Maintain current knowledge of applicable laws, codes, rules and regulations.
Analyze situations accurately and adopt an effective course of action.
Make generalizations, evaluations or decisions without immediate supervision.
Work independently with little direction.
Maintain confidentiality of sensitive and privileged information.
Complete work with many interruptions.
Meet schedules and time lines.
Plan, prioritize and organize work.

Education and Training:

Bachelor's degree with coursework in business administration, human resources or a related field.

Completion of the California School Personnel Commissioners Association Merit Academy is desirable.

Experience:

Three years of experience involving the certification, hiring and onboarding of classified employees within a merit system school district or similar civil service organization, including one year in a supervisory capacity.

A maximum of two years of the required education may be substituted by additional years of experience on a year for year basis.

Any other combination of education, training and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities, may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Office environment.

Frequent interruptions.

Potential for contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate office equipment and a computer keyboard.

Sitting for extended periods of time.

Seeing to read a variety of materials.

Hearing and speaking to exchange information in person or on the telephone.

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

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT:

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one (1) year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.