

JOB DESCRIPTION

Job Title: Program Specialist, NTLD (9991)

Job Summary:

Under the direction of the department administrator and/or designee, support the New Teacher Leadership Development (NTLD) educator preparation programs by performing a variety of complex administrative and clerical tasks. This position is responsible for interfacing with the public, providing information and resources, and when necessary, referring them to the appropriate staff. The role involves processing and maintaining documentation to ensure compliance with state and federal guidelines related to New Teacher and Leadership Development department programs and participants.

Essential Duties:

- Accept, process, and maintain accurate documentation for intern, teacher induction, Career Technical Education (CTE), and administrative credential programs, including applications, candidate files, and eligibility verification.
- Greet and assist program participants and other partners and provide clear and accurate information regarding program requirements, credentialing, and enrollment opportunities.
- Support workshops, courses, and other related events, ensuring all logistics are managed, including facilities, materials, and communication with attendees.
- Input, update, and retrieve data in various databases to maintain accurate records, reports, and participant files.
- Monitor and track participant progress, ensuring deadlines and state/federal compliance are met.
- Compose and prepare letters, memoranda, reports, flyers, certificates, newsletters, and other documents to communicate program information to potential candidates, school districts, and other partners as needed.
- Collaborate with Human Resources, program staff, and credentialing departments to process program applications, credential documentation, and ensure timely submission to the state.
- Maintain the confidentiality of participant and credential records, ensuring compliance with all privacy and state/federal regulations.
- Provide updates and content for the TCOE and NTLD program websites, ensuring information is current and accessible.
- Work collaboratively with school districts, county offices of education (COEs), and internal TCOE departments to provide accurate information and ensure required processes are completed in a timely and efficient manner.
- Research and interpret state and federal regulations related to credentialing and NTLD programs to ensure program compliance and provide accurate guidance to participants and districts.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Perform other related duties, as assigned.

Responsibilities include: working under standardized instructions and/or routines focusing primarily on results; providing information and/or advising other persons. Utilization of resources from other work units is required to perform the job's functions. There is an opportunity to impact the Organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; significant reaching, handling, fine finger dexterity. Generally, the job requires 75% sitting, 15% walking and 10% standing. The job is performed under minimal temperature variations, a generally hazard free environment, and in a clean atmosphere.

Skills, Knowledge and/or Abilities Required:

Skills to:

- perform complex clerical and data management tasks with accuracy and efficiency;
- utilize computer applications to create reports, flyers, presentations, certificates, spreadsheets, and communications;
- accurately process credential and program applications while ensuring deadline compliance;
- establish priorities, meet deadlines, organize workload, and work independently;
- communicate effectively both orally and in writing;
- operate a variety of office equipment, including but not limited to a computer and assigned software programs;
- research, compile, and input information in a variety of electronic sources;
- type at a net speed of 35 net words per minute.

Knowledge of:

- teacher credentialing processes, state and federal education regulations, CTE, and intern/induction program guidelines;
- customer service principles, effective communication, and professional correspondence;
- administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology;
- relevant learning management systems, database management, and record-keeping practices;
- proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication;
- TCOE mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.

Ability to:

- work independently and handle multiple tasks while meeting deadlines;
- provide clear and accurate information to a variety of audiences;
- establish and maintain positive working relationships with program participants, school district staff, and internal departments/partners;
- maintain confidentiality of sensitive information and program records;
- anticipate needs and think ahead to proactively address potential issues or opportunities;
- learn and implement Tulare County Office of Education and NTLD program policies and procedures

Education Required:

- High School diploma or equivalent.
- Bachelor's degree in a related field is preferred.

Experience Required:

- Two (2) years of experience performing general clerical and administrative duties.
- Experience in an educational setting, preferably within credentialing or program management is preferred.

Other Requirements:

- Typing certificate dated within the past two years indicating a typing speed of 35 net words per minute.
- Department of Justice and FBI Fingerprint Response (upon hire).

FLSA Status: Non-Exempt

October 2025

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.