



Technical Records Specialist 2, Certification

Non-Classified Classification

SPECIAL NOTIFICATION

This position is exempt from classified state service and the rules of the Division of Human Resources and the Idaho Personnel Commission.

RECRUITMENT INFORMATION

Open for Recruitment: July 5, 2018 - July 12, 2018

Announcement #: NONCLS093567

Salary: \$15.00 - \$16.42 per hr. (\$31,200 - \$34,153 yearly) [-Plus Competitive Benefits!](#)

Agency: [Idaho State Department of Education](#) (Office of the Superintendent of Public Instruction)

Location(s): Boise

The State Department of Education is seeking a highly qualified candidate for the position of Technical Records Specialist 2 to provide support in Certification.

GENERAL DESCRIPTION

This position performs high-level record and file management duties to support the programs and staff of the Certification and Professional Standards department at the State Department of Education (SDE). The position verifies educator certification and credentials, including background checks and fingerprinting. The Technical Records Specialist 2 position will be the first line of contact with the public for educator certification, both in-person and answering phones.

RESPONSIBILITIES

- Provide guidance on navigating the certification website.
- Have clear and positive language when communicating with applicants about the certification process and regulations; responding to emails, phone calls, and walk-ins. Guide people through the application process and paperwork.

- Open mail, sort, review application packets and fingerprint packets. Verify the money is correct and all necessary forms are included. Distribute mail to members of the department.
- Data entry; look up each applicant in the system, make any changes necessary (address, phone numbers, name changes), update files with assessments and mark applications appropriately before filing. Send OTIS tickets as needed to the IT department. (Online Tool for IT Support – OTIS)
- Receipting money; after applications/fingerprint packets have been reviewed, record and receipt money on the deposit Excel spreadsheet. At the end of day create a receipt for accounting and turn in all cash deposits.
- Escrow deposit; create receipt for accounting and update escrow accounts on the district ledger spreadsheet. Turn money and receipt into accounting by end of day.
- Reconcile daily batch report, email report to accounting.
- If any applications or background checks were incomplete, write letters of correspondence and return packets through mail. Update information in the system and appropriate spreadsheet.
- Scan certification documents.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- High school diploma or GED equivalent is required.
- Ability to provide great customer service; effective communication skills; experience deescalating complaints and upset individuals in a business setting.
- Experience researching a variety of sources to resolve problems; interpreting, explaining and applying regulations, laws, or complex policies.
- Experience reviewing documents for compliance with established procedures.
- Strong computer skills; experience using Microsoft Excel, Word, navigating web pages, and basic office software.
- Ability to maintain confidentiality.
- Detail-oriented individual.
- Ability to multitask.

TO APPLY

Apply online through the State of Idaho, Division of Human Resources. A link to the job posting and online application can be found at [Technical Records Specialist 2 job posting](#). Click on the “Apply Online” button and follow the instructions provided to complete the Application Checklist and Exam for this position.

When updating your online application information, you must complete all items in the Application Checklist (this serves as your employment application). Without this information, your name cannot be referred for consideration.

The exam for this position is to submit a letter of interest and customized resume or curriculum vitae. The letter of interest and resume should emphasize skills, experience, education, and/or training that directly relate to the qualifications stated in the announcement.

All applications received for this opening will be reviewed and screened to determine the most suitable candidates to be called for interviews. Finalists will be asked to provide three (3) letters of recommendations or the names and contact information for three (3) professional references. Additional information, documentation, or transcripts may be requested.

TIMEFRAMES

The State Department of Education seeks to fill this position as soon as possible following the closing date. Interview dates have not been determined at this time. Those applicants not selected will be notified.

EQUAL EMPLOYMENT OPPORTUNITY

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. In addition, preference may be given to veterans who qualify under state and federal laws and regulations.

For Questions Contact

Human Resources & Employment Department
Idaho State Department of Education
650 W State Street, Boise, ID 83702
208 332 6800 | www.sde.idaho.gov
hr@sde.idaho.gov

Thank you for your interest in employment with the State Department of Education!