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Class Specifications for the:

TEACHER LICENSING CLERK

Duties Summary:

Processes applications for various types and categories of teacher licenses and permits in the State of Hawai'i; computes and collects applicable fees; reviews and examines supporting documents; provides information and guidance to applicants/licensees and the general public; and performs other related duties as assigned.

Distinguishing Characteristics:

This class differs from classes in the clerical series and is distinguished by its responsibility of reviewing applications and supporting data submitted by individuals applying for various types and categories of teacher licenses and permits, requiring intensive independent review and analyses of submitted documentation, the application of pertinent statutes, rules, regulations and licensing procedures, and determining applicant eligibility; whereas classes in the clerical series review and process various documents and other materials for completeness and conformance to legal standards and requirements, which may include the clerical processing of teacher licensing matters but do not involve the complex application of statutes, rules, and regulations in this field as involved in the work of the Teacher Licensing Clerk.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning logical duties for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Provides information and guidance to applicants/licensees and the general public regarding procedures, policies, and requirements related to teacher licensures;
2. Receives applications for various types and categories of licenses and permits (preschool to grade 12 teacher, school counselor, and school librarian, initial and renewed, licenses and permits);
3. Reviews the applications for compliance with statutes, rules, and policies;

4. Reviews and verifies the authenticity of supporting documents such as State Approved Teacher Education Programs, degree programs, transcripts, licensure examination scores, etc.;
5. Evaluates and investigates applications with discrepancies or conflicting data and refers applications requiring further investigation to the supervisor;
6. Answers official correspondence from applicants/licensees regarding their applications/licenses;
7. Makes determination on issuance of license or permit based on evaluation of documents;
8. Rejects applications and documents that do not meet criteria; updates and maintains electronic licensing system;
9. Makes recommendations for improvement of the electronic licensing system when applicable;
10. Computes, collects, and records applicable fees; processes refund of fees;
11. Maintains various records and files;
12. Compiles and maintains statistical data and reports; and
13. Assists with miscellaneous clerical work relating to licensing and board activities.

Knowledge and Abilities Required:

Knowledge of: Statutes, laws, rules, and regulations governing the issuance of teacher licenses in the State of Hawai'i; organization, operations, and functions of the Hawai'i Teacher Standards Board; office practices and procedures.

Ability to: Understand and apply effectively the various laws, rules, regulations, procedures, forms, and documents about teacher licensing; deal tactfully and effectively with the public; keep financial records and maintain general office files; compile data for and prepare reports; communicate effectively both orally and in writing; operate standard office machines and equipment.

Minimum Qualification Requirements:

Education Requirement:

Graduation from high school or equivalent.

Substitution Allowed for Education: Excess experience of the type described below or work experience requiring the ability to read, comprehend, and apply written directions or a high degree of verbal skills may be substituted for education on a year-for-year basis.

Experience Requirements: Except for the substitutions provided for in this specification, applicants must have progressively responsible work experience of the kind, quality, and quantity described (or any equivalent combination of training and experience).

General Experience: Two (2) years of responsible substantive clerical work experience, which included reviewing and processing materials (e.g., forms, documents, etc.) for completion, accuracy, and conformance to standards and contact with the public.

Specialized Experience: One (1) year of responsible substantive clerical work experience in teacher or regulatory licensing, supporting legal professionals, or similar work.

Substitutions Allowed for Experience:

1. Successful completion of a substantially full-time clerical/office support/business technology curriculum leading to a degree, diploma, or certificate at an accredited community college, business, or technical school, which included courses in English, clerical/office procedures, and mathematics may be substituted for the General Experience.
2. Education in a baccalaureate program at an accredited college or university may be substituted for the General Experience based on fifteen satisfactorily completed semester credits for six (6) months of experience, up to a maximum of two (2) years.
3. Graduation from an accredited college or university with a Bachelor's degree or higher may be substituted for all of the General and Specialized Experience.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that the applicant can perform the position's duties for which the applicant is being considered.

Selective Certification:

Specialized knowledge, skills, and abilities may be required to perform the duties of some positions. For such positions, selective certification requirements may be established, and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the position's duties.

Organizations requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the minimum qualification specifications for the class
TEACHER LICENSING CLERK, approved on September 15, 2023.

DATE APPROVED: FEB 12 2024



Sean Bacon
Assistant Superintendent
Office of Talent Management

EFFECTIVE DATE: February 12, 2024