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### Director, Office of Credentials and Academic Services - School of Education

**Tracking Code**

S1204

**Job Description**

APU is seeking employees who desire to engage in our thriving culture by cultivating community through professional interactions, demonstrating a posture of lifelong learning, and modeling Christ-like character. Working together, employees at APU commit to establishing a university atmosphere that is pleasing to God and edifying to one another.

The Director of the Office of Credentials and Academic Services is responsible for the management and leadership of educator credential and admissions processes for all educator preparation programs across the University and for academic services for all programs within the School of Education. The position is responsible for direct supervision of 5 staff and reports to the Assistant Dean for Academic Planning and Accreditation. The Director serves on the School of Education (SoE) Extended Leadership Team and serves as a liaison of the School to the Graduate and Professional Center, Undergraduate Enrollment Services, Academic Student Success Center, and other colleges/schools within the University to facilitate effective processes related to credentialing, admissions, and academic services. Additionally, the Director serves as liaison to the California Commission on Teacher Credentialing (CTC) on credential related activities. This position may have non-standard hours.

**Required Education**

- Master's degree in Education or a related field from a regionally accredited institution required.

**Required Experience**

- Seven to ten years of progressively responsible professional experience involving the implementation, administration, and/or management of an academic or educational program. Experience related to compliance preferred.

**Primary Duties/Essential Functions**

- Oversee Office of Credentials and Academic Services staff to ensure accurate, timely, and quality processing of admission files, academic services processes, and educator credential processes
- Maintain and improve data systems and technology processes related to admissions, academic services, and educator credentials
- Complete accurate and timely reports on admissions, academic services, and educator credentials as part of the School of Education's Quality Assurance System
- Serve as primary contact for admissions, academic services, and educator certification questions from APU programs and offices, alumni, and local education agencies
- Create, revise, and maintain electronic information materials related to admissions, academic services, and credentialing on websites and other content management systems
- Oversee processes related to admissions, academic services, educator credentialing to ensure compliance with CTC expectations and best practices for Interns, Integrated Bachelor's/Credential programs, CTC approved subject matter preparation programs and other similar programs at APU
- Track candidate success; identify roadblocks that impede candidate progression; develop and implement plans or solutions to continue areas of success and address impediments
- Develop and maintain student support efforts to include, but not limited to, test preparation activities and communication
- Direct academic advisement of all initial teacher candidates in collaboration with the leadership of the Division of Teacher Education
- Manage processes and communications related to academic forms, academic probation, and academic dismissal
- Coordinate course scheduling, University Catalog, and School & Program Handbook processes
- Support programs in processes and communication related to new program launches, sunset or teach out of programs, or other curricular changes
- Develop and maintain knowledge of admission and academic policies; CTC regulations, procedures, and requirements; national accreditation standards; laws, rules, and regulations related to educator preparation and the granting of credentials for public school services in California; and relevant educational research to ensure the Office of Credentials and Academic Services is in compliance with external requirements and aligns with best practices from the field
- Provide general administrative and supervisory support for services within the Office of Credentials and Academic Services to include regular coaching and training of Office staff and oversight of the Office budget
- Regular, punctual attendance as required by the supervisor based on Office needs.
- Performs other duties related to the job as assigned by supervisor.

**Skills**

- Must possess strong management skills and a demonstrated ability to supervise and motivate staff, and to work effectively and cooperatively with administrators, faculty, students, and the public.
- Must possess written and oral communication skills to prepare clear, accurate correspondence and reports and to communicate clearly, effectively, and professionally in person, by phone, or email. Ability to present detailed information to a variety of stakeholders clearly and professionally is important.
- Ability to maintain confidentiality of records and information.
- Proficiency in Microsoft office products, including Word and Excel.
- Able to use computer, data systems in the SOE, and spreadsheets with skill and accuracy.

**Mental Demands**

- Strong organizational skills, initiative, flexibility.
- Able to work independently, cooperatively, and effectively as part of a team.
- Able to prioritize, manage competing demands, and meet deadlines.
- Able to handle the pressure of decision-making that can impact the School of Education, its programs and students.
- Strong analytical skills to anticipate/identify problems, compare data to draw conclusions, develop goals/plans for resolution and implementation
- Detail oriented and able to understand and process data in the larger context.
- Ability to learn procedures, retain information, and adjust to new processes and credential regulations.
- In agreement with the purpose and goals of Azusa Pacific University in providing a Christian-based higher education for its students.

**Physical Demands**

- Constant use of computer keyboard and mouse, requiring repetitive wrist, finger, and arm motions.
- Hearing and speaking on the telephone or via other digital communications.
- Able to conduct business at other offices on campus and regional campuses.
- Ability to lift, pull, stoop to lower file drawers and reach to top of five-drawer file cabinet.
- Able to lift up to 20lbs. occasionally.
- Ability to sit for longer periods of time.
- Ability to drive to regional campuses for meetings or events as needed.

**Visual Demands**

- Computer monitor and reading.

**Environment**

- Pleasant office setting, comfortable temperature.

**Technologies**

- Proficient in Google Apps, Microsoft Office, Word

**Compensation**

- Grade 13: \$68,580-\$89,154/annually
- Salary will be commensurate with qualifications, experience, and internal equity.

Azusa Pacific University is a Christ-centered, multicultural community that values and seeks faculty and staff who are committed to diversity, work effectively with diverse populations, and engage others in ways that honor our rich cultural mosaic and biblical foundation.

You can learn more about APU by watching the stories of faculty, staff, and alumni as they carry out our mission here: <http://www.apu.edu/stories/>

Azusa Pacific University will conduct a background check on all final candidates.

Review of applications will begin immediately, and the position will remain open until filled unless otherwise stated. Azusa Pacific University does not discriminate on the basis of race, color, national origin, sex, age, disability, or status as a veteran in any of its policies, practices, or procedures. Women and minorities are encouraged to apply.

**Job Location**

Azusa, California, United States

**Position Type**

Full-Time/Regular

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