

**LICENSE/PERMIT PROGRAM ASSOCIATE  
OFFICE OF EDUCATION AND EXAMINATIONS  
WORKING TITLE: EDUCATION SPECIALIST**

**PROGRAM SUMMARY**

The Department of Safety and Professional Services provides services to regulatory authorities who establish qualifications for credentials and regulate those credential-holders. Most regulatory authorities have education and examination requirements for the credentials that they regulate. These authorities establish criteria by statute, administrative code and policy for acceptable education and examinations. This position in the Office of Education and Examinations performs all responsibilities independently, under general supervision and is considered an education administration specialist. Duties include approval of courses, instructors and schools for pre-license and continuing education (CE) programs in the assigned regulated professions, providing information to the public concerning exam and education requirements and approval procedures, conducting audits of licensees to determine compliance with CE requirements after renewal periods. This position also serves as backup to the licensing examination specialists and performs other duties as assigned.

**GOALS AND WORKER ACTIVITIES**

- 75% A. Provide customer service by communicating information relating to pre-license education and continuing education. Act as a liaison between the credential holder and regulatory authorities. Approve pre-license and continuing education courses, instructors and schools/programs.**
- A1. Provide accurate information in response to inquiries from license holders relating to complex pre-license education and continuing education regulations and procedures.
  - A2. Work with license holders concerning filing of requests for waiver or extension of continuing education deadline or requirements. Notify license holder of decision of board or department following the meeting.
  - A3. Review submitted requests for approval of pre-license and continuing education courses, instructors and schools/programs to determine if requirements in administrative code and statutes and department and board policy are met. Check for accuracy and completeness of the information provided and request additional information as needed.
  - A4. Promptly approve applications which qualify for approval and route applications which may not qualify to the approving authority for review as necessary; work with the appointed liaisons for boards and sections as needed.
  - A5. Maintain current tables of approved courses, programs, providers and schools; post updates as needed to the department web site.

- A6. Present questionable applications to the regulatory authorities with identification of possible problem areas and suggestions of areas in which approval policies may need to be clarified. Provide input to the discussion.
- A7. Keep current with all changes to statutes and rules, board directives and department policies that affect the approval process for the professions assigned.
- A8. Provide input to the Renewal Office in the preparation of instructions for renewal related to continuing education and school renewals. Review licensee requests for extensions or waivers of continuing education for military or hardship reasons to determine if they comply with administrative code, statutes and department policy. Approve requests that qualify and as necessary, present those that do not to approving authority for review. Provide input to the deliberations.
- A9. Provide accurate information to callers concerning complex pre-license and continuing education regulations or procedures.

**10% B. Assist with drafting of Requests for Proposals and Request for Bid documents and other work related to procurement of education and examination services, following State procurement guidelines. Work with OEE staff and Chief Legal Counsel to draft contract language. Monitor contracts and maintain effective contact with contracted vendors and testing agencies.**

- B1. Provide assistance in development and preparation of Request for proposal (RFP) and Request for Bids (RFB) documents for examination services. Represent agency in correspondence with contracted exam vendors.
- B2. Work with the Chief Legal Counsel to coordinate and draft contract provisions and arrange for signing of agreements.
- B3. Maintain spreadsheets and databases on RFPs and RFBs.
- B4. Monitor contract compliance with applicable state procurement provisions for agreements with exam vendors and providers of national and regional exams.
- B5. Act as the liaison for the Office of Education and Examination and the Chief Legal Counsel to answer questions from staff concerning the interpretation of statutes and rules pertaining to the Office of Education and Examination and contract provisions.

**10% C. Conduct audits of continuing education compliance after renewal periods.**

- C1. Select a random sample of recently renewed licensees from the Department data base for the profession being audited and obtain documentation of continuing education compliance from the licensees.
- C2. Review documentation and determine compliance with continuing education requirements by applying administrative code and statutory requirements, department and board policies and approved program listings. Present possibly non-compliant licensees to regulatory authorities, identifying issues and participating in the deliberations. Forward cases of non-compliant licensees to Division of Legal Services and Compliance.
- C3. Respond to questions and concerns from auditees during the audit process. Process requests for continuing education extensions and waivers if permitted by administrative code; forward requests to board for review and decision.

**5% D. Provision of general program duties, and other duties as assigned.**

- D1. Recommend revisions to policies and procedures relating to education and examination work performed by this position.
- D2. Represent the division on departmental committees.
- D3. Perform backup examination functions as assigned.

**Knowledge, Skills and Abilities**

- Knowledge of education related administrative code, state statutes, department policy, rules and regulations for assigned professions.
- Ability to interpret and apply complex statutes and administrative codes to unique situations to determine compliance.
- Computer literacy and ability to work with multiple program-related licensing data base, examination software, scoring applications and spreadsheets.
- Effective written and oral communication skills and strong interpersonal skills.
- Computational skills and accuracy to verify exam scores and recognize potential numeric errors.
- Skill and organization in working multiple assignments to meet strict deadlines.
- Ability to set up and maintain an organized filing system for electronic and paper files.