

**LICENSE/PERMIT PROGRAM ASSOCIATE  
OFFICE OF EDUCATION AND EXAMINATIONS  
WORKING TITLE: EDUCATION SPECIALIST  
1/13/2015**

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 criteria for the credentials that they regulate. These authorities establish criteria by statute, administrative code and policy for acceptable education and required examinations. This position in the Office of Education and Examinations (OEE) performs all responsibilities independently, under general supervision and is considered an education specialist. Duties include approval of education providers, courses, instructors, programs and schools for pre-license and continuing education (CE) programs in the assigned regulated professions, providing information to the public concerning education approval requirements and procedures and conducting compliance audits of licensees to determine compliance with CE requirements following the renewal period. This position also serves as backup to other OEE staff and performs other duties as assigned.

GOALS AND WORKER ACTIVITIES

- 65% A. Provide customer service by communicating information relating to pre-license education and continuing education (CE). Act as a liaison between the credential holder and regulatory authorities. Approve providers, courses, instructors, programs and schools following statute, administrative code and department/board policy and procedures. Process requests for continuing education extensions and waivers.**
- A1. Provide accurate information in response to inquiries from license holders and course providers relating to complex 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.
  - A3. Review submitted requests for approval of education providers, courses, instructors, programs and schools to determine if requirements in administrative code, statutes and department or board policy are met. Check for accuracy and completeness of the information provided and request additional information as needed to process the request.
  - 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 providers, courses, instructors, programs 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 and board 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 relating to continuing education and school renewals.

- A9. Provide accurate and timely information to customers concerning complex licensing education regulations, policy and procedures.
- A10. Process requests for CE extensions and waivers as permitted by administrative code, following internal policy. Log request in DSPS electronic database and notify other DSPS staff of request as necessary. Forward requests to board or other regulatory body for review and decision. Provide input to the deliberations. Notify license holder and other DSPS staff of extension/waiver decision and update DSPS database and other records.

**30% B. Conduct audits of continuing education (CE) compliance following renewal period.**

- B1. Draft request for a random sample of recently renewed licensees from the department data base for each profession being audited. Prepare for receipt of CE compliance documentation from auditees by setting up spreadsheets and an organized filing system for storage of electronic and paper records.
- B2. Draft audit letters and send approved letters to selected auditees. Review documentation submitted by auditees and determine compliance by comparing administrative code and statutory requirements, department and board policies and lists of approved programs to received documentation. In cases in which a board/section liaison will review documentation, compile records in an organized manner to facilitate the review.
- B3. Respond to questions and concerns from auditees during the audit process. Contact assigned board liaison during audit document review process for guidance as needed.
- B4. Prepare CE audit compliance report following the audit deadline date. Present report to regulatory authority, listing possibly non-compliant licensees, identifying issues and participating in the deliberations. Forward cases of non-compliant licensees for disciplinary review.
- B5. Provide administrative assistance to other OEE staff working on CE compliance audits, as assigned by management.

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

- C1. Recommend revisions to policies and procedures relating to work performed by this position and maintain a detailed policy and procedures manual for work performed.
- C2. Perform as backup for other Office of Education and Examinations staff as assigned by management.

**Knowledge, Skills and Abilities**

- Knowledge of or ability to learn education related administrative code, state statutes, department policy, rules and regulations for assigned professions.
- Ability to interpret and apply complex information in unique situations to determine compliance or non-compliance.
- Computer literacy and ability to work with multiple program-related data bases and spreadsheets, and experience conducting internet-based research; experience working with Adobe Pro and Excel are a plus.
- Effective written and oral communication skills and strong interpersonal skills with a willingness and ability to provide excellent customer service.
- Computational skills and accuracy to verify basic math; ability to recognize numeric errors.
- Skill and organization in working multiple assignments to meet strict deadlines.
- Ability to set up and maintain an effective and organized filing system for electronic and paper files.
- Experience and/or ability to learn how to post content to a website and perform webpage maintenance.