



DISTRICT OF COLUMBIA

OFFICE OF THE STATE SUPERINTENDENT OF

EDUCATION

Educator Licensure Specialist

Position Overview

The Division of Teaching and Learning is looking for an energetic and customer service oriented professional to support and conduct reviews of applications for applicants seeking teacher, pupil services provider, or school principal certification in the District of Columbia. The educator licensure specialist (ELS) will be responsible for reviewing applications for completeness, assessing and validating submitted documents for compliance, and making eligibility determinations in accordance with established District laws, and regulations. The ELS will also serve as a trusted advisor who provides consultation, general certification information, and support to educators, local education agencies, higher education institutions and other state education agencies regarding educator certification in the District.

The ELS will serve an important role on the Licensure team in OSSE's Division of Teaching and Learning and will report to the Licensure Administrator.

Job Responsibilities

The specific functions of the job include:

- Review applications and supporting documents using an online system
- Provide written and oral explanations and summaries of a variety of licensing issues based upon properly interpreting and analyzing regulations and policies
- Communicate professionally and provide consultation to customers, parents, education agencies and institutions, team members and leadership, as well as other state colleagues
- Data entry and analysis
- Organize daily duties and tasks to meet team processing goals and deadlines in a fast-paced environment
- Host advisory workshops and support sessions for educators, district educator program providers
- Develop and present certification presentations to a variety of educator customer audiences
- Analyze customer feedback to propose enhancements to influence customer satisfaction experiences, team services and internal needs to better support customers
- Work with team and agency communications team to develop resources and communications (e.g. publications, website, related written correspondence, etc.)

Key Qualifications

- Experience in the review of application cases and supporting documentation
- Proficient with most current technology and standard office software, including Microsoft Office 365 programs

- Proficient using video conferencing tools like Microsoft Teams, Zoom, etc.
- Able to work independently and without direct supervision, while adhering to strict deadlines
- Two or more years of experience in providing direct advisory information or consultation to public customers or another external agency/party
- Strong written and verbal communication skills
- Attention to detail

Interested applicants should submit a resume and cover letter to OSSE.Talent@dc.gov using the following name title: **first name.last name_Educator Licensure Specialist**.