



**Job Description:**  
**Administrative Specialist - Licensure**

**General Information:**

Title:	Administrative Specialist
Department:	DuPage ROE Licensure Department
Licensure:	None required
Endorsement:	None required
Classification:	Support Staff
FLSA Status:	NE
Reports To:	Licensure Team Lead
Supervisory Responsibilities:	None
Prior Experience:	Minimum of three years of administrative duties, high school diploma with an associate's degree or bachelor's degree preferred
Evaluation:	Evaluated annually by the Licensure Team Lead and/or designee using the agreed-upon evaluation tool. The evaluation cycle shall be one fiscal year.
Work Year:	Full Time (260 or 261 days) 12 month position

**Job Goal:** Performs a variety of administrative duties related to the Illinois State Board of Education Licensure Process

**MAJOR DUTIES & PERFORMANCE RESPONSIBILITIES**

The criteria indicated below are intended to describe various types of work that may be performed. The exclusion of specific responsibilities does not prohibit them if the work is similar, related, or a logical task of the position.

**General Licensure Department Duties:**

1. Answers questions and disseminates licensure and licensure renewal information to applicants and school districts in-person at the Regional Office of Education, via phone or email
2. Researches Illinois school code, administrative rules, and consults with State Board of Education personnel to stay current with recent changes
3. Possesses and adds to knowledge of licensure requirements and processes
4. Updates forms and written instruction documents as needed
5. Processes State Board "priority rush" requests received from school districts
6. Opens mail, distributes contents, and processes paperwork
7. Checks daily registration payment reports for accuracy
8. Conducts fingerprinting from scheduling through billing and payment processing
9. Sends Monthly Fingerprint Recap to Districts
10. Processes the monthly fingerprint bill for Illinois State Police services
11. Answers and routes incoming calls
12. Sends out weekly Customer Service Survey link

13. Cross-trains to serve as primary or backup for Criminal History Report processing
14. Cross-trains to serve as primary or backup for GED/High School Equivalency inquiries
15. Processes work permit requests for guardians of children 15 years or younger and assists with or initiates communication with school districts on the work permit process
16. Assists other team members as necessary
17. Assumes other responsibilities as assigned by the Regional Superintendent

## MENTAL DEMANDS

### *Knowledge*

- Thorough knowledge of written and oral communication skills in English with demonstrated ability to communicate effectively in person by email and by phone to resolve issues related to areas of responsibility.
- Thorough knowledge of and practical experience with Illinois State Board of Education requirements pertaining to Educator Licensure
- Thorough knowledge of rules and regulations pertaining Illinois School Code

### *Ability*

- The employee shall communicate effectively with a variety of audiences in a variety of ways; model professionalism; maintain strict confidentiality on all job-related matters; interpret policy and procedures related to compliance with the Illinois School Code; organize and prioritize assigned tasks and projects; construct, implement, and monitor timelines and meet deadlines on projects and reports; make decisions and resolve issues in a timely and organized manner; and establish and maintain effective working relationships with staff and the public.

### *Education/Preparation*

- The employee shall possess a minimum of a high school diploma, with a bachelor's or associate's degree preferred.

### *Reasoning*

- The employee must have the ability to solve problems in situations where only limited standardization exists. Ability to interpret instructions provided through written and oral form.

## PHYSICAL DEMANDS

- While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear, and taste or smell. The employee is frequently required to use hands to operate office machinery. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## WORK ENVIRONMENT

- The employee shall possess personal computing skills with the following types of software; web browsers, word processing, spreadsheet, and database systems. The employee shall use ROE-approved resources, technology, and assistive technology. While performing the duties of this job, the employee works in an office setting.

*The mental demands, physical demands, and work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow an employee with disabilities to perform the essential functions.*

Dated: November 2024; October 1, 2025

