

RECORDS SPECIALIST

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs clerical work associated with managing online records system, maintaining student records, providing records/information upon request, and providing customer service; performs other duties as assigned. Work is performed under general supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervises operations of the Records Center; coordinates maintenance of student records, distribution of records/information, compliance with applicable laws and regulations, and provision of customer service.
- Processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.
- Performs customer service functions; greets visitors and answers telephone calls; provides assistance and information related to student records/data, department procedures, fees, forms, or other issues; responds to routine questions, complaints or requests for service; initiates problem resolution.
- Receives payment of transcript fees or other departmental fees/services; records transactions and issues receipts; calculates total of revenues received and forwards as appropriate.
- Maintains file system of certain student school records and other departmental records; manages online electronic transcript/records system; approves online records requests; prepares departmental files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; purges files and destroys/disposes of obsolete records as appropriate.
- Assists in the development and implementation of retention schedules through which records maintenance and disposition is controlled; ensures records are discarded in accordance with legal requirements and schedules applying to record retention.
- Serves as Registrar for inactive student records; supervises receipt and management of all inactive student data; manages control systems and indices of records in permanent, online and inactive storage; supervises electronic and off-site storage of permanent inactive student data.
- Facilitates transfer of student records from school buildings to electronic records management provider.
- Establishes and maintains procedures for departmental access to records stored in records center or electronically.
- Provides, facilitates online delivery of, faxes, or otherwise delivers data to members of the public, outside agencies, or other individuals as requested; reviews appropriateness of requests for records; ensures all access to and release of inactive student data is processed according to legal requirements.
- Receives subpoenas for presentation of personnel or records in court; may be required to appear in court as records custodian.
- Conducts training for designated custodian of records in school buildings.
- Assists in preparing budget for area of assignment.
- Prepares, or completes various forms, reports, correspondence, receipts, computer work orders, budget documents, records manual, or other documents.
- Receives various forms, reports, correspondence, payments, student educational files, special education student files, student discipline files, gifted/talented student files, retention schedules, policies, procedures, regulations, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, student information system, or other software programs.
- Performs general/clerical tasks, which may include making copies, sending/receiving faxes, or processing incoming or outgoing mail. Maintains inventory levels of supplies and forms; initiates requests for new/replacement items; makes recommendations for purchase of supplies.
- Communicates with supervisor, employees, other departments, students, parents, school personnel, guidance counselors, colleges, attorneys, employment agencies, medical providers, military agencies, probation/parole agencies, social security agencies, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Maintains a comprehensive, current knowledge of applicable laws/regulations; attends workshops and training sessions as appropriate.
- Provides support to the offices of Student Services and Special Education as required.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge and experience with Microsoft Office suite; knowledge of standard office practices and procedures (including proper cash handling procedures), including basic bookkeeping. Superior customer services and written and oral communication skills. Ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations; ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations; ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions; ability to utilize a wide variety of reference and descriptive data and information; ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

EDUCATION AND EXPERIENCE:

High school diploma or GED; supplemented by college level course work or vocational training in office administration and personal computer operations; supplemented by one (1) year previous experience and/or training involving records maintenance, office administration, customer

service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 25 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.