

**Support Associate V – Electronic Records  
New Hanover County Schools**

**Job Description**

**Class: Classified**

**Dept: Student Support Services**

**TITLE:** Support Associate V

**QUALIFICATIONS:**

1. High School degree or equivalent.
2. Three to five years experience in an office environment with responsibility for a variety of duties. Prefer experience with personnel operations in a school system.
3. Effective computer and communication skills.

**REPORTS TO:** Director of Safety/Hearing Board Officer

**JOB GOAL:** To manage the maintenance, care and distribution of student permanent school records for New Hanover County Schools.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to student support issues.
2. Maintain strict confidentiality for all personnel matters and student records maintained in the department.
3. Maintain an accurate accounting of student records that are housed in the department.
4. Provide schools with the procedures for properly preparing records before transferring them to the Electronic Records custody.
5. Assist schools with implementing proper procedures for maintaining and retrieving school records.
6. Monitor online student record requests at secondary schools to ensure accuracy.
7. Maintain effective procedures for accessing student records in a timely and efficient manner.

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8. Oversee and monitor the contractor responsible for preparing records for micro filming and digitizing for computer use.
9. Coordinate records pickup at sites with Electronic Records Scanning contractor.
10. Maintain efficient and accurate accounting of all funds collected from providing copies of student records.
11. Coordinate and monitor financial matters related to records storage, processing and retrieval among students (clients), schools, and vendors.
12. Generate records request reports documenting services provided to customers.
13. Ensure the accuracy of outgoing correspondence, records, and reports pertaining to complex procedural or program activities.
14. Perform other duties and responsibilities as requested by the Director of Safety/Hearing Board Officer.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Twelve month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 64

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrates functional knowledge of computers and all aspects of the Microsoft Office Professional software and Google Suite.
- Ability to communicate clearly and concisely, both orally and in writing; ability to communicate with school personnel, parents, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Ability to work independently, meet deadlines and accomplish specific tasks as requested.
- Ability to learn, interpret and explain policies, regulations and procedures.
- Strong organizational skills, ability to compile and summarize information.
- Ability to interact and deal with the public in a professional manner.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.