

**Student Records Specialist**  
**New Hanover County Schools**

**Job Description**

**Class:**       **Classified**  
**Division:**   **Student Support Services**

**TITLE:**                   **Student Records Specialist**

**QUALIFICATIONS:**

1. High School Diploma. Associate Degree preferred or equivalent combination of education and experience.
2. Three to five years of experience in an office environment with responsibility for a variety of complex duties. Previous school experience preferred.
3. Strong computer and communication skills.

**REPORTS TO:**            Director of Student Support Services

**JOB GOAL:**             To support and manage the maintenance, care and distribution of student 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 division.
3. Provide day-to-day assistance to schools in regards to student records management.
4. Work in collaboration with the Student Information Systems Supervisor to provide training for student data managers and registrars.
5. Collaborate with Enrollment Specialist to support student enrollment process.
6. Assist schools with implementing proper procedures for maintaining and retrieving school records.
7. Monitor online student record requests at secondary schools to ensure accuracy.
8. Maintain effective procedures for accessing student records in a timely and efficient manner.
9. Maintain efficient and accurate accounting of all funds collected from student records transactions.

10. Coordinate and monitor financial matters related to records storage, processing, and retrieval among students, alumni, schools, and vendors.
11. Generate records request reports documenting services provided to customers.
12. Ensure the accuracy of outgoing correspondence, records, and reports pertaining to complex procedural or program activities.
13. Perform related duties and responsibilities as requested by the Director of Student Support Services.

*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 67

**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:**

- Demonstrate 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, with school personnel, parents, students and central office staff while complying with the confidentiality requirements of local, state and federal policies and statutes.
- Ability to work independently, meet deadlines and accomplish specific tasks as required.
- Ability to learn, interpret and explain policies, regulations and procedures.
- 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.