

**POSITION TITLE:** Student Records Technician

**QUALIFICATIONS:** High school diploma or its equivalency required; Associate's degree preferred. Excellent customer service, oral and written communication, public relations, and organizational skills are required. A minimum of one-year experience in the operation of microfilm equipment, cataloging and filing procedures is preferred. Must have the ability to file and retrieve records in either paper or an electronic format. Must have the ability to take directions from the Coordinator, relay them to the Records Technician, work as a team with all department members, and to work independently with minimum supervision. Must have the ability to effectively manage and complete multiple deadline actions and to work efficiently under pressure. The ability to maintain confidential data and information is essential. Experience is required with window-based computers in Microsoft Office Suite applications.

**PERFORMANCE EXPECTATIONS:** Plans with the department Coordinator, initiates and completes office support activities by following up on work in progress and ensuring that timely customer service is provided. Maintains and works with confidential information on a daily basis. Performs general clerical work of a varied nature, including moderately complex filing, record keeping, and filling requests for cumulative student records or other microfilmed documents. Verifies attendance and graduation data for employers, probation officers and other authorized parties to include the Division of Motor Vehicles. Maintains files on current and/or past record requests. Ensures accuracy of information and abides by the Privacy and Freedom of Information Acts. Establishes and maintains effective working relationships with personnel in the schools, Richmond public schools departments, community, and local government agencies. Researches, compiles, and prepares data for periodic reports on records inquiries requested and provided. Performs other related duties as assigned.

**GENERAL DEFINITION AND CONDITIONS OF WORK:** Pleasant disposition along with good customer service skills to greet walk-in inquiries from the general public and internal Richmond Public Schools customers, to fulfill request in an accurate, complete, timely manner. Answer department telephone using the standard Richmond Public Schools greeting, fulfill the inquiry or redirect call as necessary. Adherence to Virginia Department of Education and Richmond Public Schools record collection, storage, and retrieval procedures. Work requires the ability to move, lift or carry objects weighing up to 10 pounds; also consist of sitting, stooping, kneeling, reaching, pulling, and numerous repetitive motions daily.

**REPORTS TO:** Coordinator Division Records

**PAY SCHEDULE:** Unified Pay Schedule, Pay Grade 113

**LENGTH OF CONTRACT:** 260 Days (12 months)

**FLSA:** Non-exempt