

**Supervisor of Secondary Counseling  
and Student Records  
New Hanover County**

**Schools Job Description**

**Class:** Administrative  
**Division:** Student Support Services

**TITLE:** Supervisor of Secondary Counseling and Student Records

**QUALIFICATIONS:**

1. Master's Degree in school counseling with valid North Carolina licensure. Five or more years of experience in high school counseling, student scheduling, student records, and student information systems preferred.
2. Other qualifications as the superintendent or Board of Education may find appropriate and acceptable.

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

**JOB GOAL:** To perform a variety of supervisory and administrative tasks in monitoring and assisting the operation of the secondary counseling services and student records in New Hanover County Schools. Employee oversees services delivered by secondary counselors in the school system monitoring their effectiveness, providing staff development on an ongoing basis and ensuring adherence to federal, state and local policies and procedures. Employee provides technical assistance, information and expertise. Employee also assists with a various local and state programs, Foreign Exchange opportunities, and coordinates scholarship programs for students. Reports to the Director of Student Support Services.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

1. Follows all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to student support issues.
2. Implements and assists counselors in implementing a comprehensive counseling program for 6<sup>th</sup> through 12<sup>th</sup> grade students which fulfills short and long-range goals of the division.
3. Directs, monitors and assesses services provided by the secondary school counselors in the system; conducts on-site observations of counselors and provides feedback and advice.
4. Advises and assists counselors in crisis situations ensuring adherence to established county policies, procedures and standards; assists principals and counselors in resolving problems as non-routine situations arise.
5. Provides professional development opportunities for counselors, teachers and administrators; facilitates districtwide secondary counseling meetings; conducts parent and community workshops when requested.

6. Maintains strict confidentiality for all personnel matters and student records maintained in the division.
7. Works in collaboration with the Student Information Systems Supervisor to provide training for school data managers and registrars as needed Collaborates with Student Information Systems Supervisor in training schools in developing master schedules.
8. Assists with various state programs and coordinates system-wide scholarships; arranges and serves on interview panels; provides direction to applicants; facilitates the recognition of award recipients.
9. Coordinates and provides training on system-wide registration processes and procedures. Works closely with Curriculum and Instruction to ensure adherence to guidelines and criteria established for appropriate class placement of students.
10. Audits transcripts of students new to the school system and works in collaboration with the district Auditor to identify and solve records errors in schools.
11. Maintains various records and files; creates reports as needed.
12. Manages and updates the Student Records Manual and Counseling documents as needed.
13. Oversees and monitors the contract responsible for preparing records for digitizing.
14. 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 Exempt

**Starting Salary and/or Grade:** SA 2

**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.
- 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.