



STUDENT SERVICES PERSONNEL
ENROLLMENT AND RECORDS
JOB DESCRIPTION

JOB TITLE: Enrollment and Records
REPORTS TO: Supervisor of Student Services
LOCATION: Education Support Services

FLSA STATUS: Non-Exempt
PAY GRADE: SAT-06
DAYS: 228
JOB ID & DATE: SAT-30, January, 2024

JOB PURPOSE SUMMARY

The Student Service personnel is responsible for overseeing the administration and management of the office that processes student admissions and maintains academic records. They handle student registrations and maintain various records, including transcripts, district-wide, providing exceptional customer service to families throughout the process. This role involves collecting and organizing registration documentation, managing uploads in the Infinite Campus system, supporting requests for access to the IC parent and student portal, and performing clerical tasks as necessary. Additionally, the Support Specialist maintains accurate student database information, generates related reports, and communicates district policies and procedures to the public. Regular analysis and evaluation of processes are conducted to enhance services for families, schools, and the District.

REQUIREMENTS

Education Level Details

High school diploma.
Post-secondary courses in computers and/or database software preferred.

License or Certification

Notary Certification preferred.

Work Experience Required

Minimum of two years of experience in computer, general office, customer service, and/or public relations.
Experience in an educational environment with the Family Educational Rights and Privacy Act of 1974 (FERPA) preferred.

Other Skills and Abilities Required.

Advanced oral and written communication skills.
Advanced interpersonal relations skills.
Intermediate math and accounting skills.
Advanced personal computer, keyboarding and word processing skills.
Advanced customer service and public relations skills.
Ability to maintain confidentiality in all aspects of the job.
Ability to manage multiple priorities.
Ability to manage multiple tasks with frequent interruptions.

Ability to promote and follow Board of Education policies, building and department procedures.

Ability to exercise diplomacy, to diffuse and manage volatile and stressful situations.

Bilingual preferred

KEY FUNCTIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES

General

- Oversees all aspects of the student admissions process by organizing, directing and collaborating with school based staff in the registration and school placement of students entering the school district. Oversees the student records process by organizing and directing the administration and issuance of student transcripts, diplomas, and/or other school records. Works to constantly improve and refine these processes.
- Oversee and maintain District-wide student registration process, including on-line student registrations, verification of legal documents (guardianships, foreign exchange, emancipated students), and preparation of forms for data entry.
- Collect documentation to complete registration and maintain an accurate-and-timely digital record of all registration documentation submitted by families. Maintain, monitor and manage an accurate student database according to federal and state laws, district policies and procedures. Add and withdraw students, and have familiarity with student schedules. Update the student demographics based on collection of summary sheets for returning student registrations.
- Facilitate the student-enrollment process. Schedule appointments with incoming students and families, obtain required documentation such as records from previous schools, birth certificate, immunization records, standardized test results, and grade reports. Determine residency requirements and inform families of building/district policies. Transcribe graduation credits of transferring students. Process online registration applications for new students.
- Help families complete the registration forms so as to ensure data accuracy. Process and submit registration forms and associated documents.
- Reviews and analyzes legal documents and situations relating to the admission of students or student records.
- Prepares reports, analyzes data, and investigates options regarding student admissions and student records.
- Serves as the point of contact for employees, community call escalations, and district-wide inquiries regarding admissions and student records.
- Assists in the development and interpretation of admissions, school choice enrollment and student record policies and procedures to ensure compliance with state laws and effective implementation of District policies.
- Assist families with applications for free-and-reduced lunch.

- Assist families with IC portal set up and use.
- Process other student cumulative records including but not limited to Education Verifications, Employment Verifications, Student Password Resets, Name/Gender Updates, Age Verifications, Confirmation of Enrollments, Data Quality, Address Changes/verifications.
- Collect information to identify any services that families may need and/or qualify for, such as Title X and Transportation.
- Work in collaboration with other departments to ensure accurate grade-placement of students according to recommendations, needs and applicable laws.
- Enter data in IC so as to reflect accurate enrollment line-coding.
- Identify applicable credit transfers, and apply them toward graduation credits.
- Run senior transcripts in the cumulative folder. Purge the list of graduates to be sent for imaging at the end of the school year.
- Work in collaboration with other departments to ensure compliance with the Colorado School Attendance Law (C.R.S. 22-33-101), and ensure accuracy of data in IC.
- Submit accurate records on a daily basis, or upon demand.
- Provide transcripts to colleges and/or universities.
- Support the preparation and archiving of Colorado Department of Education report submittals, specifically the October Count Report, as well as respond to on-demand report requests from District stakeholders on student enrollment data.

Technical Support

- Respond to requests for assistance in the use of the IC system.
- Provide IC support to parents and families
- Serve as first-level forward facing support for IC questions from parents, guardians and others with a need to engage in the registration process.

Records

- Purge inactive cumulative folders district wide and prepare for imaging at the end of each school year.
- Update files for all student re-entries.

Community Engagement

- Be available for short-notice deployment to any school that may need additional personnel, and be available to support district activities such as Registrations Events, Resource Fair, Parent-Teacher Conferences, etc.

Documentation

- Maintain accurate documentation.

Other

- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The physical demands, work environment factors and mental functions described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demands: While performing the duties of this job, the employee is occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 40 pounds.

Work Environment: While performing the duties of this job, the employee will work primarily in offices, hallways, gyms, classrooms, bathrooms, shops, playgrounds, cafeterias, portable buildings and pool environments. The Employee may be required to work from a remote location in the event of a district shut-down or other event. Employee may be required to work evenings and weekends during enrollment / registration periods and attend events where community members are in attendance.

Mental Functions: While performing the duties of this job, the employee is regularly required to communicate, compare, analyze, coordinate, instruct, evaluate, and use interpersonal skills. Occasionally required to compile, copy, compute and negotiate.

Employee Printed Name: _____

Employee ID Number: _____

Signature: _____

Date: _____