

Student Records Specialist

New Hanover County Schools

Job Description

Class: Classified
Division: Student Support
Dept: 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 regard to student records management including maintenance of user accounts with appropriate electronic systems for records management.
4. Work in collaboration with the Student Information Systems Supervisor to implement the training plan for new school staff including student data managers and registrars and perform any retraining and support as necessary.
5. Collaborate with the Enrollment Specialist to support student enrollment and transfer application process including during times of high volume such as peak enrollment season.
6. Assist schools with implementing proper procedures for maintaining and retrieving school records. Collaborate with the Supervisor of Student Records on the maintenance and updating of the Student Records Manual.
7. Coordinate and monitor financial matters related to records storage, processing, and retrieval among students, alumni, schools, and vendors. Maintain efficient and accurate accounting of all funds collected from student records transactions.

8. Maintain effective procedures for accessing student records in a timely and efficient manner. Process and track subpoenas under the direction of the Assistant Superintendent of Student Support Services and district legal services. Fulfilment of Special Education records requests. Coordinate and process archived records requests through third party vendor (not available at the school level). Monitor online student record requests at the school level to ensure accuracy and timely fulfilment.
9. Perform related duties and responsibilities as requested by the Director of Student Support Services.
10. Coordinate language interpretation (verbal) and translation (written) services requests.
11. Coordinate Assistant Superintendent letter requests for compulsory attendance compliance.
12. Support the Director of Student Safety with the student discipline process including the processing of long-term/disciplinary reassignment requests, distribution of letters, maintenance of records, and coordination of appeal hearings.
13. Perform as the primary scheduling contact for room reservations for meeting spaces located in the Spencer Building and the Board of Education Center.

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.
- Knowledge of the homeless education program, homeless prevention, and supporting at-risk families preferred, but not required.
- Bilingual skills are preferred but not required.
- Ability to communicate clearly and concisely, both orally and in writing with families, school personnel, and central office staff.

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- Ability to establish and maintain effective working relationships.
- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Comply with confidentiality requirements in local, state and federal policies and statutes.
- Ability to coordinate, plan, and meet deadlines, accomplish specific tasks, or meet specific standards.
- Ability to comply with confidentiality requirements and ethical guidelines in local, state and federal policies and statutes.
- Functional knowledge of computers and computer-based management systems, including Microsoft Office Professional software, and online management systems.
- Ability to manage multiple tasks.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.