

Ontario-Montclair School District

CLASS SPECIFICATION District Student Record Specialist

GENERAL PURPOSE

Under the direct supervision of a Director or Coordinator, this position provides technical, specialized administrative support for a District program, creates and maintains specialized reports, records and files required in connection with department or office work processes; interacts with District administrators, staff, faculty and parents on technical matters; and performs related duties as assigned. This position is characterized by the responsibility for accurately maintaining and disseminating archived student records with the highest degree of confidentiality and accuracy.

DISTINGUISHING CHARACTERISTICS

District Student Records Specialist provides complex, diverse and confidential secretarial, administrative and support services to director or coordinator, and performs a variety of difficult, specialized administrative and technical support functions that require a thorough knowledge of the terminology, procedures and practices for their functional areas, with a significant degree of independence and accountability for results. Incumbents can also be responsible for tracking and reporting specific district programs; such as Home Instruction, Homeless and Foster Youth, Alternative Education, School Choice, SARB, 504 caseload plan and other programs of similar complexity, and provide support functions requiring a thorough knowledge of District rules, policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements or duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Provides secretarial and administrative support to Director, Coordinator or other staff at or above level; types and/or draft memoranda, correspondence, reports, forms, templates, charts, graphs, tables, manuals, handbooks and other documents from drafts, notes, dictation, transcription or brief oral instructions, using word processing software; proofreads and checks typed and other materials for accuracy, completeness and compliance with District standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete.
2. Performs with a significant degree of independent accountability, difficult technical and administrative work in support of District or department programs, researches and answers questions and responds to issues; maintains records of referrals to District programs; ensures applications for Intradistrict and Interdistrict transfers are processed accurately and in a timely manner.

3. Creates, develops, maintains and updates specialized and custom forms, databases, logs, files, records and reports to support technical work processes in areas of assigned responsibility; designs, develops and maintains spreadsheets requiring data interpretation and manipulation.
4. Receives and screens visitors and telephone calls, providing information and addressing issues that may require sensitivity and the use of sound independent judgment; conducts research, responds to requests for information and complaints from officials, parents, and the general public, refers the request or complaint to appropriate staff and/or takes the appropriate action to resolve the issue; reviews, determines the priority and routes incoming correspondence.
5. Organizes, maintains and updates confidential subject, project and specialized technical files, documents and records; creates, maintains and updates filing systems; copies, compiles and distributes contracts, reports, documents and other materials; compiles and prepares records for microfilming.
6. Attends to a variety of office administrative details such as photocopying documents; enters information into database; provide translation of correspondence and documents; open, screens and distributes mail and correspondence.
7. Maintains confidential student records for the District, including records of all former students.
8. Uses state of the art computer archive technology equipment for the storage of student records; may instruct other personnel in the proper use of the equipment.
9. Processes requests from other school districts for student records.
10. Prepares all student records for computer archiving and performs electronic conversion.
11. Maintains storage of microfilm cartridges and electronic media.
12. Compares and verifies records for accuracy and completeness.
13. Responds to inquiries from former students, other school districts, and governmental agencies.
14. Responsible for proper destruction of records, as mandated by Board policy and state law.
15. Receives and processes subpoenas for child welfare program; provides information regarding legal compliance with appropriate law, procedures, policies and regulations; maintains student files and records; checks database for student program status; ensures student cumulative records are complete and distributes in a timely manner, compiles records on subpoenas received by the District.

QUALIFICATIONS

Knowledge of:

1. Office Administrative and management practices and procedures, including confidential filing and record keeping practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Computer hardware and standard and use of business software, including word processing, spreadsheet, database and other applications.
5. Research techniques, methods and procedures.

Ability to:

1. Operate a computer terminal and computer using word processing, spreadsheet and other business software and other standard office equipment;
2. Type accurately at 45 WPM;
3. Learn and understand specialized program requirements, develop and accurately carry out office processes and procedures needed for effective achievement of program objectives and mandates;
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility;
5. Interpret, apply, explain and reach sound decisions in accordance with District and department policies and procedures and labor contract provisions;
6. Organize and maintain office and specialized files;
7. Communicate clearly and effectively, orally and in writing;
8. Understand and follow written and oral instructions;
9. Prepare clear, accurate and concise records and reports;
10. Provide effective work direction and train others in work processes, procedures and technology;
11. Troubleshoot and resolve basic computer software and hardware problems;
12. Compose correspondence from brief instruction;
13. Maintain sensitive confidential information;
14. Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers;
15. Establish and maintain effective working relationships with District administration, faculty, staff, parents, students, the public and other encountered in the course of work;
16. Maintains job punctuality and regular attendance.

Education, Training, Experience:

Graduation from high school or G.E.D equivalent, four years of general and specific clerical work; some experience in the maintenance of confidential and student records highly desirable.

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

1. Bending at the waist and reaching to retrieve and maintain files and records;
2. Carrying, pushing, or pulling;
3. Climbing ladders/step stools;
4. Dexterity of hands and fingers to operate computer keyboard and other job related equipment;
5. Occasional lifting of objects weighing up to 25 pounds using proper lifting methods;
6. Kneeling, crouching, or stooping;
7. Reaching overhead, above the shoulders and horizontally to retrieve and/or shelve supplies;
8. Visual and hearing ability to perform job responsibilities;

Mental Demands

While performing the duties of this class, employees are regularly require to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work, work on multiple; concurrent work with frequent interruptions; work under intensive deadlines; and interact with District executive, elected officials, County representatives, administrators, staff, faculty, community leaders, students, union leaders and other encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristic described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.