

TECHNICIAN-STUDENT RECORDS

DEFINITION:

Under the supervision of the assigned administrator, performs complex and technical clerical duties pertaining student records at Creekside High School, San Joaquin High School and Irvine Adult School; maintains accurate and current student records; corresponds and communicates with students, teaching staff, parents and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Performs a variety of technical clerical duties in support of an assigned school office including typing, filing, duplicating and distributing materials; prepares, formats, proofreads records, reports or related materials; establishes and maintains filing systems; processes a variety of forms, packets and applications.
- Maintains and revises database program content as assigned.
- Receives telephone calls, greets visitors and provides information and assistance to students, parents, staff, administrators and others regarding student records, data and information as directed; sends and receives emails; takes and relays messages as needed.
- Interacts, corresponds and communicates with students, various personnel, parents, departments, outside contacts and the general public to exchange information, coordinate activities and resolve issues or concerns.
- Maintains and reports basic data related to alternative schools and programs according to established procedures.
- Updates, enters and maintains registration information.
- Assists parents with the registration process as needed.
- Composes memos and letters, types statistical and narrative reports and maintains data processing schedules.
- Reviews student transcripts according to established procedures.
- Assists with report card duties including checking accuracy of grade input information and following up with personnel as needed.
- Maintains accurate student files, records and reports including those of a confidential nature.
- Maintains gain and loss information and updates numbers as needed.
- Collects tuition and textbook fees according to established procedures.
- Attends and participates in meetings and in-services as assigned.
- Operates a variety of office equipment including a copier, fax machine, computer and assigned software.
- Assists with making student identification cards as required.
- Performs other related duties as required.
-

QUALIFICATIONS GUIDE

Knowledge of:

- Functions and clerical operations of an assigned site office.
- Organizational operations, policies and objectives.
- Telephone techniques and etiquette.
- Correct English usage, spelling, grammar, punctuation and composition.
- Current technology, software applications, office methods, procedures and equipment.
- Applicable laws, codes, regulations, policies and procedures related to pupil records.
- District organization, operations, regulations, policies and objectives related to position.
- Applicable student records rules and regulations.
- Enrollment policies and procedures.

- **Methods used in compiling complex and statistical reports.**
- **Oral and written communication skills.**
- **Interpersonal skills using tact, patience and courtesy.**

Ability to:

- **Perform a variety of complex and technical clerical work, involving use of independent judgment with accuracy and speed.**
- **Oversee and maintain student records database.**
- **Inspect, review and archive a variety of records and transcripts.**
- **Proficiently operate standard office equipment including a computer and assigned software.**
- **Plan and organize work.**
- **Communicate effectively both orally and in writing.**
- **Type and input data at an acceptable rate of speed.**
- **Make complex mathematical calculations with accuracy and speed.**
- **Perform technical clerical work independently.**
- **Understand, carry-out and give oral and written instructions.**
- **Establish and maintain cooperative and effective working relationships with others.**

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and five years of progressively responsible experience in technical clerical work including extensive, demonstrated experience working with student records.

PHYSICAL DEMANDS:

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

- **Dexterity of hands and fingers to operate a computer keyboard and office equipment.**
- **Sitting, standing or walking for extended periods of time.**
- **Hearing and speaking to exchange information in person or on the telephone.**
- **Seeing to read a variety of materials.**
- **Reaching overhead and above shoulders to retrieve files or materials.**
- **Bending at the waist, kneeling or crouching to file materials.**
- **Lifting, carrying, pushing and pulling light objects up to 10 pounds.**

WORK ENVIRONMENT:

Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Previously Revised: 6/2017