



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 5084
Date Adopted: July 1, 2008
Date Revised: May 4, 2016
Date Revised: April 14, 2021**

**FLSA Status: Nonexempt
Union Representation: Represented**

Student Records Technician

GENERAL PURPOSE

Under general supervision, performs detailed and responsible administrative recordkeeping duties for student academic, testing, attendance and health information; maintains and updates student cumulative and permanent records and records and inputs student data; enrolls and registers students; maintains and verifies the accuracy of student attendance information and prepares attendance reports; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Student Records Technicians are responsible for performing routine to moderately complex technical administrative duties pertaining to the creation, maintenance and updating of student records. Incumbents are responsible for maintaining and updating permanent student records in OCDE's student information system and entering and ensuring the accuracy of student attendance information. Incumbents also perform a variety of other technical and administrative support duties in support of student records functions.

Student Records Technician is distinguished from Senior Student Records Technician in that incumbents in the latter class assist in administering technical administrative activities for their assigned area of significant scope and difficulty and serve as a resource to school district staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Creates, prepares, records, inputs, maintains, reviews and updates a variety of ACCESS and student academic, testing, class schedule, credits, attendance, discipline, behavior, and health records; ensures accuracy and proper maintenance of student records and files manually and in computerized student information systems; reviews a variety of records, reports, and other documents for completeness and accuracy and resolves discrepancies as required; files, maintains and updates student records and files, prepares, generates and submits a variety of reports required for ACCESS and staff use and for state and county reporting purposes.
2. Registers new students, including making enrollment appointments with student and parents; reviews and verifies student registration information; copies original documents; follows up to obtain immunizations and hearing and vision tests; transfers students to and from other school districts; corresponds with students and families to update pertinent information and records; ensures all student paperwork is filled out properly; deletes student and family files as appropriate; post/enters course grades, grade changes, test scores and other data.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

3. Receives and responds to requests from other ACCESS schools regarding student records and files; sends or requests student records and transcripts from other districts; provides copies of student records and information as requested by staff, students, parents, probation officers, other school districts, and external agencies; researches current and historical records and provides documentation as requested by staff, students, parents, auditors and other school districts and agencies; conducts record checks for various purposes; generates unofficial transcripts; requests diplomas.
4. Scans, verifies, and inputs daily student attendance; provides unverified attendance reports to teachers to resolve; prints weekly attendance rosters and verifies the accuracy and completeness of attendance rosters at month-end; maintains attendance documentation for audit in compliance with ACCESS policies and procedures and state regulations.
5. Maintains student disciplinary files and records; responds to requests from Probation, County Social Service, and other agencies for attendance and behavior information.
6. Answers, screens, and refers telephone calls; takes telephone messages and sends messages to students; greets and directs visitors to the appropriate office or staff member; responds to requests for information, questions and complaints, and refers questions and complaints to appropriate staff when necessary; provides general information regarding division and school policies and procedures to staff, students, and parents.
7. Prepares student identification cards; takes student pictures, downloads information on software template; prints and laminate cards; distributes to coordinating teachers.
8. Performs a variety of administrative and clerical duties in support of office operations.

OTHER DUTIES

1. Reviews transcripts and assists in determining course equivalencies and grade promotion and graduation requirements.
2. May assist in performing home visits regarding student attendance.
3. May schedule meetings to resolve student conflicts/discipline problems.
4. May make appropriate assignment of students with teachers depending on learning style and special educational needs.
5. Verifies eligibility of students for state funding for special programs.
6. Records and processes teacher reimbursements.
7. Attends a variety of meetings and training sessions as assigned.

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.

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3. District organization, functions, rules, policies and procedures applicable to the maintenance student records, including the processing and maintenance of disciplinary records.
 4. District and state regulations, rules, policies and procedures for the reporting of student attendance and maintenance of applicable records.
 5. Uses and operations of computers, standard business software, including word processing, spreadsheet, database, and other applications and specialized ACCESS student information systems.
 6. Basic research techniques, methods, and procedures.

Ability to:

1. Learn and apply detailed and technical operations of OCDE's student information computer systems.
2. Organize and maintain highly detailed, confidential student records and files.
3. Operate a computer using word processing, spreadsheet, database and other business software and other standard office equipment.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Interpret, apply, explain, and reach sound decisions in accordance with ACCESS policies and procedures.
6. Communicate clearly and effectively, both orally and in writing.
7. Understand and follow written and oral instructions.
8. Prepare clear, accurate, and concise records and reports.
9. Maintain very sensitive and confidential information.
10. Deal with sensitive and difficult situations.
11. Establish and maintain effective working relationships with OCDE and ACCESS management, administration, faculty, staff, parents, students, other school districts, external agencies, auditors, probation officers, the public, and others encountered in the course of work.
12. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or high school equivalency test, and two years of progressively responsible experience in administrative record-keeping and maintenance; or an equivalent combination of training and experience.

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

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level;

bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 25 pounds from ground, waist and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve student records problems; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines; and interact with District management, administration, faculty, staff, parents, students, other school districts, external agencies, auditors, probation officers, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics 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.

Employees typically work in an Area administrative office or school site office, and the noise level can be loud.