

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE  
JOB DESCRIPTION**

**Job Title: Lead Records  
Center Specialist**

**Department: Student Services**

**Grade G  
H.P.D. 8  
D.P.Y. 260**

**Job Description**

**Date Reviewed: July 2019**

**Reports To: Chief of Staff**

**Purpose of Job**

Information and Lead Records Center Specialist purpose/s are to manage the student records database systems (folders and electronically); providing instruction to public and staff; requiring knowledge of student records policies and procedures. Plan, coordinate and participate in a variety of technical and clerical duties related to student records. Coordinate student records including the implementation of the systematic storage, retrieval, control and disposition of student records. Assist in coordinating general office procedures while serving the public by greeting them, in person, or on the telephone. Answering or referring inquiries, and maintaining security of student records.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Serve as liaison between parents, community members, students, teachers and Central Administration.

Provide pertinent information to public as requested to best of employee's ability; refers others to appropriate staff.

Responsible for staying updated on employees job titles and responsibilities.

Assist with various projects within the Enrollment Center and Student Records.

Collect documentation and maintain file at front desk for Enrollment Center and Student Services.

Respond to requests for bus and zoning information.

General knowledge of day-to-day activities and upcoming events of CMCSS.

Direct public to appropriate offices.

Assist in coordinating general office procedures; prepare, type, and file reports and office correspondence as requested by supervisor.

Sort and distribute mail; faxes; notify appropriate staff when a visitor arrives.

Greet visitors, ascertain nature of business, assist and/or direct visitors to appropriate person in Student Services/Enrollment Center.

Respond to routine requests or information or assistance from officials, members of the staff, the public or other individuals.

Maintain security of Student Records and Enrollment Center with entrance access.

Answer the telephone; provide information, and take and relay messages and/or direct calls to appropriate personnel; return calls when necessary.

Process transcript requests.

Process graduation verification.

Maintain and update student records, both graduates and non-graduates.

Serve as a liaison between school registrar and records specialist to assure smooth transition of files to Student Services.

Maintain end of year records of student files sent from schools.

Assist guidance counselors with research on former students.

Maintain and process graduation verification.

Verify, collect fees and ensure proper documentation and signatures are obtained for the release of transcripts.

Process and seal transcripts request, mail, fax or hand-deliver to student, university or institution.

Maintain a daily log of transactions using Excel program.

Verify student debts before releasing transcripts and distribute monies to appropriate location.

Verify attendance, graduation dates and provide transcript to Human Resources for employees undergoing initial hire.

Provide sensitive information to State, Local and Federal Agencies.

Work closely with Special Populations concerning student Disability Claims.

Prepare and/or generate routine correspondence, letters, memoranda, forms, reports, and documents via computer.

Responsible for maintenance of cash drawer (balancing, change,.etc).

Maintain accurate records of work in progress; transcripts, disability claims and prepares daily and monthly reports on spreadsheet using Excel program.

Maintain manual and electronic document, files and records.

Responsible for purging archive student records.

Maintain security of historical and archive records storage.

Transfer data to archive for storage and future retrieval.

Process, review, and certify transcripts for accuracy and forward to appropriate requestor (e.g. college, student, employer or government agency)

Act as a resource for information to students and the public relative to policies, requirements and procedures for student records.

Receive, organize, store, conduct inventories, track and retrieve records; coordinates the daily operations of the student records.

Maintain a computerized records management system to identify, categorize, store and retrieve student records.

Receive and crosscheck class roster with student cumulative record.

Input and/or update (e.g. student records, information) for the purpose of coordinating computer related activities to ensure student records are accurate and align with District expectations.

Generate a variety of reports for the purpose of distributing information to appropriate personnel (accounting, schools and CCO)

Account for monies received for fees and transcript requests, process payments by cash, check or money order; balances payments with accounting software.

Knowledge of design and use of databases and spreadsheets.

Distribute, receive, review and process cumulative records and drop lists from schools.

Assist with organizing and conducting training workshops on retention and record storage procedures; interacts closely with school personnel to ensure consistency and compliance with the Record Retention Standards.

Maintain confidentiality of all documents.

Continue to be up-to-date on changes in records management best practices.

Perform other job-related duties as assigned.

Evaluate and verify all incoming records for storage and processed in accordance with the Records Retention Guidelines.

Research and respond to requests for information; prepare correspondence in relation to information retrieval and resolution of records retention issues.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of records management.

Knowledge of document management software and security software.

Ability to exercise own initiative and good judgment in handling routine matters.

Ability to understand and carry out oral and written instructions.

Ability to work efficiently and accurately in an atmosphere of frequent interruptions and pressure to meet deadlines.

Ability to handle a large volume of records and documents.

Ability to set-up and maintain a filing and retrieval system.

Ability to prioritize work schedules, develops, and monitors work assignments.

Ability to operate office machines to include, but not limited to, a personal computer, word processor, and calculator.

Knowledge of current technological developments/trends in and of records management.

Excellent customer service skills.

Knowledge of policies, procedures and operations of records management.

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

High School Diploma (or GED), with one to three years of general office and bookkeeping experience required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**KNOWLEDGE OF JOB**

Has general knowledge of the policies, procedures, and activities of the School System and Central Office practices as they pertain to the performance of duties relating to the job of Lead Records Center Specialist. Has general knowledge of practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Ability to multitask in a fast pace setting.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** : Must be physically able to operate a variety of automated office machines and equipment which includes a computer, printer, copy machine, calculator, telephone, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Lead Records Center Specialist. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand relatively basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Lead Records Center Specialist.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions,

guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under occasionally high pressure and stress when confronted with an emergency related to sharing information affecting CMCSS and/or other areas within the scope of the job of Lead Records Center Specialist

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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**Employee’s Signature**

\_\_\_\_\_  
**Supervisor’s Signature**

\_\_\_\_\_  
**Employee’s Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**