

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

**Job Title: Information and Records
Specialist**

Department: Central Office

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

Job Description

Date Reviewed: July 2009

**Reports To: Communication
Manager**

Purpose of Job

The purpose of this job is to assist in coordinating general office procedures while serving as liaison between the Principal, teachers, students, parents, and visitors. Duties and responsibilities include answering telephones, providing information to faculty, staff, and general public, reconciling and recording attendance data, processing student information, assisting students, etc.

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.

Answers telephone and provides information; greets public and serves as liaison between parents, community members, students, teachers and Central Administration.

Knowledgeably directs phone calls or individuals to appropriate staff member.

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

Processes transcript requests.

Maintains and updates student records, both graduates and non-graduates.

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

Assists guidance counselors with research on former students.

Performs copying, collating, distribution of district materials as requested.

Assists Human Resources by receiving and copying documentation for outside applicants.

Assists Human Resources by accepting documentation for transfers.

Responds to requests for zoning information.

Assists employees with meeting room reservations and updates.

Responsible for SF1010 driver's license forms by taking applicants information, typing form, verifying attendance and grades as required and providing documentation in a timely, customer friendly manner.

Directs public to appropriate offices.

Assists in coordinating general office procedures; prepares, types, and files reports and office correspondence as requested by supervisor.

Sorts and distributes mail; faxes; notifies appropriate staff when a visitor arrives.

Verifies and ensures proper documentation and signatures are obtained for the release of transcripts.

Collects student debts before releasing transcripts and distributes monies to appropriate location.

Verifies attendance, graduation dates and provides transcript to Human Resources for employees undergoing initial hire.

Provides sensitive information to State, Local and Federal Agencies.

Notarizes confidential information.

Prepares and/or generates routine correspondence, letters, memoranda, forms, reports, and documents via computer.

Answers the telephone; provides information, and takes and relays messages and/or directs calls to appropriate personnel; returns calls when necessary.

Greets visitors, ascertains nature of business, assists and/or directs visitors to appropriate person.

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

Transfers data to archive for storage and future retrieval.

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. Must have completed requirements to act as a notary and have proper certification/credentials.

KNOWLEDGE OF JOB

Has considerable 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 Information and Records Specialist. Has considerable 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. Is knowledgeable and proficient with computers.

**(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, such as telephone/switchboard, facsimile machines, computers, typewriters, copiers, adding machines, 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. Must be able to lift and/or carry weight of twenty to forty pounds.

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 Information and Records 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 Information and Records 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 minimal stress when confronted with an emergency related to the job of Information and Records 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.

Employee's Signature

Supervisor's Signature

Date

Date