

Job Description

Job Title: Records Management Specialist II
Position Code:
Job Classification: Non-Exempt

Supervisor: Records Manager
Pay Grade: 21
Contract Length: 245 Days

Job Summary

Position is responsible for compiling, maintaining and processing student educational records. Assure compliance with local, state, and federal requirements for retention, release of, and disposition of records and effectively communicating with all schools procedural guidelines in accordance with the Freedom of Information Act (FOIA), Family Educational Rights and Privacy Act (FERPA) and Individuals with Disabilities Education Act (IDEA). Position is also responsible for providing current process, procedure and policy information to school and administrative personnel concerning the collection of enrollment information and data to be contained in a student educational record.

Essential Duties

1. Follows procedures to track and process invoices related to equipment and software used to conduct business in the Central Records Department, such as archiving software, scanning equipment, and various service maintenance contracts.
2. Maintains records of daily requests for transcripts or other related information made by the public or outside agencies and compiles this information in a monthly report. Alerts the Records Manager of problems with securing information requested and recommends possible solutions.
3. Prepares monthly informational materials to send to school administrators related to maintaining proper student records, records management procedures to follow and state and federal record keeping requirements.
4. Manages the daily workflow of record archiving; monitors the completion of the archiving process for each set of records; prepares documentation to track progress made and prepares a monthly report documenting work completed.
5. Controls the access and monitors the use of all current and archived records in the Central Records Department and school offices.
6. Maintains entries into the Student Information Management System to monitor active/in-active student educational records.
7. Provides procedural information to schools and central administration concerning the proper collection, maintenance, security and destruction of the student educational record.
8. Schedules and coordinates audits and evaluations of active student cumulative records at each school.
9. Assists in the preparation of materials for the record keeping manual.
10. Conducts annual training of records secretaries and registrars on compliance procedures for collection and retention standards set forth by the Library of Virginia.
11. Researches and compiles information from various sources for the purpose of validating transcripts, demographic data, medical records and other student information in preparation for electronic archiving.
12. Runs high volume document scanning equipment, indexes each record in the archival software (Laserfiche) and performs quality control inspections on electronic archived student educational records.
13. Compiles and maintains an accurate list of all student educational records which have been archived or are in the process of being electronically scanned.
14. Prepares information and responds to requests from colleges, employers, authorized agencies and outside school districts' requests for student educational records or verification of graduation.
15. Responds to requests made by parents, current or previous students, school personnel, etc. regarding student educational record content.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs any other related duties as assigned by the Records Manager or other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Completion of a standard high school diploma or GED and a minimum of three (3) years of Records Management experience required and two years of business school or college courses and records experience preferred. Thorough knowledge of standard office practices, procedures, and equipment. Skills and experience using Microsoft Word and Excel. Strong organizational skills required with the ability to handle large volumes of paper work. Ability to understand and follow complex oral and written instructions; exercise good judgment; accuracy; diplomacy and politeness. Ability to maintain and manage complex records; ability to make decisions on record disposition in accordance with federal, state, and local guidelines. Ability to maintain confidentiality standards. Ability to establish and maintain effective working relationships with staff at all levels in the organization.

Working Conditions & Physical Requirements

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to move/lift up to 50 pounds and use a step ladder.

Work 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. Duties are normally performed in an office environment.

Supervision Exercised: None

Supervision Received: Records Manager

This job description in no way states or implies that these are the only duties to be performed by this employee. The Records Management Specialist II will be required to follow any other instructions and to perform any other related duties as assigned by the Records Manager or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 07/2025