



Job description

Job title:	Student Records Clerk	Reference: CUPE 006
Reporting to:	Principal	Date created: October 2018
Work calendar	10 month work schedule Monday-Friday	CUPE

In the day to day fulfilment of this role we expect you to work to our organizational values:

The universal core competencies in line with the values for MHPSP [are](#)

- Compassion
- Honour
- Curiosity
- Courage

Position purpose – an overview of what you’re here to do

The Student Records position is responsible for maintaining the database of school records to ensure the data is verified and accurate, meeting the needs of Alberta Learning, school office and school administrators while providing support service to staff, students and parents in a customer focused role.

1. Responsibilities – a summary of what we expect you to achieve:

People and culture

- Work collaboratively with staff in all roles to provide a high level of service helping others to resolve issues.
- Build positive relationships with Division users and staff to ensure quality interactions and a supportive environment.

Safety

- Expected to conduct all aspects of role in compliance with Occupational Health and Safety standards and regulations.

Duties and Responsibilities

- Facilitate timetabling for students, classes, teachers.
- Process registrations and update demographics in PowerSchool.
- Assist with Grade 12 diplomas, notify PASI of number of graduates.
- Share best practice with other student record clerks.
- Processes requests for transcripts, student grade records, course descriptions, and other information in accordance with privacy laws and School Division policies.
- Requests or forwards student files, records and Alberta Education records, establishes and maintains individual student record files.

- Greets visitors in person or on the phone, providing customer service with advice and guidance regarding the registration process;
- Checks data and records for accuracy using internal control or audit protocols.
- Brings to Principal attention any security concerns or violations of policy.
- Assists with a variety of administrative functions such as: receives and process request for: student registrations/ transfers, confirms receipt/ consistency of documentation; inputs and updates student information system (e.g. demographics, new student data, course requests); retrieves, compiles and/or prepares various reports and related operational information (e.g. attendance, interim reports).
- Runs reports and validates data to ensure accuracy and reduce errors.
- Responds to inquiries regarding academic standing, transcript problems, and unclear or irregular transcript requests.
- Processes name changes and updates other academic and demographic information in files and on computer.
- Maintains files in proper order; pulls records for processing and refiles.
- Ensures record retention, destruction processes and policies are followed.
- Maintains logs of records release transactions.

Optimise processes and practices

- Provide input into continuous improvement practices.
- Maintain up to date knowledge of best practice.
- Help support and train other school clerical staff.

Other tasks

- Complete other tasks, assignments and projects as requested on an ad hoc basis that are within your capabilities or as directed by your supervisor.

2. The successful applicant will demonstrate the following knowledge, skills and abilities:

Technical competencies

- Grade 12 or equivalent.
- Excellent computer system experience with programs such as Microsoft Office, Google Docs, and other educational software such as PowerSchool is an asset.
- Ability to work under pressure and complete tasks accurately.
- Records maintenance skills.
- Knowledge of the rules, regulations, and privacy laws regarding student records.
- Knowledge of customer service standards and procedures.
- Ability to maintain confidentiality of records and information.
- Ability to read, sort, check, count, and verify numbers.
- Ability to communicate with and provide routine assistance to customers.
- Ability to work effectively with diverse populations.
- Ability to evaluate student transcripts and/or records.
- Ability to communicate both verbally and using technology to respond to enquiries.
- Experience working in an K-12 education environment is an asset.
- An equivalent combination of experience and education may be considered.

3. General Position Information

Position parameters:

Financial Delegations: 0

Number of direct reports: 0

Physical demands:

Any successful applicant will be assessed against their ability to meet the physical demands for the role:

Standing and sitting for extended periods of time, visibility to read typed and written documents, working under high stress and in pressure situations, etc.

Working conditions

General school setting as well as rare (>5%) travel to other locations for the purpose of training and providing assistance to members of the division face to face. Additionally, attending meetings at various locations when needed.

Equipment used to perform essential functions

Including but not limited to computer, telephone, keyboard, mouse, calculator.

4. Performance and Development Planning

Your performance will be measured each year against the expectations in this document, this includes an assessment of how you have performed against “the what” (the accountability expectations) and “the how” (the competency expectations) of this job. Each year you and your supervisor will identify the specific objectives, targets and measure which will focus on your continued development and the improvement of your performance.

Acknowledgement and Agreement

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and will not be construed as a detailed description of all the work requirements that may be inherent in the job. Employees may perform other related duties and tasks as required to meet the needs of the operation.

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

Name: _____

Signature: _____

Date: _____

Witness: _____