AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**SPECIALIST STUDENT RECORDS**			FLSA STATUS:	**NON-EXEMPT**
PAY GRADE:	**NIS 6**	DUTY DAYS:	**260**	DATE REVISED:	**05/02/2025 HC**
FUNDING SOURCE:	**THIS POSITION IS PARTIALLY OR FULLY FUNDED THROUGH LOCAL AND/OR GRANT SOURCES. CONTINUED EMPLOYMENT IN GRANT-FUNDED POSITIONS IS CONTINGENT UPON AVAILABILITY OF FUNDS.**				

MINIMUM QUALIFICATIONS:

A high school diploma or equivalent is required. Three (3) years of related experience, including experience working with campus staff and families regarding records, guardianships, declarations of residence, and other processes related to enrolling students and appropriate documentation is required. Four (4) years of related experience is preferred.

SKILL REQUIREMENTS:

This position requires the incumbent to have knowledge of general office practices and procedures and office equipment. Incumbent should be familiar with types of business correspondence, report preparation and composition techniques. Incumbent should have strong computer and internet research skills, excellent interpersonal and customer service skills, and the ability to work well with all levels of administrators and staff as well as external customers. Incumbent should have strong organizational and multi-tasking skills and understand the fundamentals of time management. Employees in this position must be able to read, write, and speak/communicate in English in order to receive and to provide work-related information in a timely manner to other employees, supervisors, principals, school personnel, volunteers and where appropriate, visitors and students. Fluency in English and Spanish is preferred.

JOB PURPOSE AND RESPONSIBILITY:

Under general direction of the supervisor, incumbent performs a variety of complex administrative duties necessary to assist with student enrollment, student records management, including but not limited to fulfilling records requests, subpoenas, Inspector General investigations, interpreting custody orders and other legal documents, and providing assistance with records retention requirements.

ESSENTIAL FUNCTIONS:

- Assist with the Student Enrollment process.
- Provide customer service to families, campus staff, and other stakeholders via phone, email, curbside, or in person communications regarding all aspects of the department.
- Fulfill record requests for subpoenas, court trials, attorneys, the Inspector General's Office, and open records requests. This requires communication with campus staff, staff in multiple departments, and with attorneys and paralegals. Requests must be fulfilled by strict deadlines, notarized, and uploaded into the database.
- Review legal documents for campus staff. These documents include, but are not limited to custody orders, divorce decrees, and restraining orders. Legal documents are noted in the Student Information System for campus information and to create a campus visitor management software alert. Collaborate with the Legal Department as needed.
- Provide technical assistance to campus staff on records and retention schedules which may involve performing research, communicating to stakeholders, and maintaining knowledge of Texas Library Commission retention schedules as they apply to public schools.
- Provide assistance with the guardianship and grandparent guardianship process and the maintenance of these records

- Collaborate with Project HELP and others to assist in the enrollment of families in needs.
- Provide customer service to families, campus staff, and other stakeholders via phone, email, curbside, or in person communications regarding all aspects of the department.
- Assist with correspondence, communications, reports, presentations, and other documents.
- Maintain strict confidentiality of privileged information.
- Establish and maintain effective relationships with those contacted in the course of work.
- Assemble, organize, and present data required by the supervisor to make decisions.
- May assist in the training of other clerical staff.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED:

Perform other related duties as assigned. All employees are expected to comply with lawful directives in rare situations driven by need.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

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. This position may involve rare exposure to blood or body fluids. Regular attendance is required for this position.

Tools/Equipment Used: Standard office equipment including personal computer and peripherals; multi-line phone system

Posture: Continuous sitting and walking

Motion: Repetitive hand motions including reaching. Frequent keyboarding and use of mouse.

Lifting: Heavy lifting and carrying (15 pounds and over) on a daily basis.

Environment: Work in an office environment in the administrative/HQ

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

PERSONAL WORK RELATIONSHIPS:

This position reports to the appropriate supervisor of the department. Incumbent will consult frequently with other Austin ISD staff, as well as outside agencies.

The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

I have read & acknowledged the job description above.

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Employee Signature:		Date:	