

STUDENT RECORDS AND DATA SUPERVISOR

DEFINITION

Supervises the operations of the Student Records Center or the Scanning Operations Unit by planning, organizing, coordinating, and participating in its activities.

TYPICAL DUTIES

- Supervises the transfer, conversion, destruction, retention, retrieval, scanning, sorting, inspecting, correcting, digitizing, and physical storage of student records and other materials while safeguarding the confidentiality and privileges related to the records.
- Supervises the retrieval and fulfillment of requests for records and acceptance of subpoenas, and Governmental agencies requests.
- Supervises and trains personnel engaged in the operation of equipment, specialized processes, implementation and execution of retention, retrieval, and destruction of records.
- Provides information and assistance to District personnel regarding general District policies and procedures pertaining to District records, preparing materials for scanning, records pick up, and digitizing.
- Establishes procedures, production quality standards, guidelines, protocols, and metrics for reporting on the implementation and execution of the policies related to records consistent with pertinent laws, rules and District policy.
- Develops the scope of work of contracts and task orders for vendors and contractors providing document and student records retention policies.
- Consults with management and advises regarding the activities and status of retention and destruction policies.
- Oversees, plans, and schedules scanning projects to meet timelines and monitors and reports on progress to stakeholders.
- Supervises data verification processes and corrects data discrepancies.
- Monitors, tracks, and maintains inventory control records.
- Develops and implements scanning and other information technology solutions and protocols and oversees the coordination of record retention databases with programmers and vendors.
- Ensures completeness and accuracy of digitally scanned images and ensures quality prior to the destruction of original records.
- Analyzes machine failure for patterns and takes corrective action.
- Maintains program and backup files.
- May develop and implement training programs regarding the retention, retrieval, and destruction of student records.
- May safeguard and reconcile cash receipts, and prepare weekly revenue reports.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Supervising Records Technician supervises the operations of the Student Records Center or the Scanning Operations Unit by planning, organizing, coordinating, and participating in its activities.

An Optical Scanning Equipment Operator performs and intermittently exercises limited technical supervision over work involving the operation of optical-scanning equipment, and performs related duties.

SUPERVISION

General supervision is received from a higher level manager or administrator. Supervision is exercised over lower level clerical staff.

CLASS QUALIFICATIONS

Knowledge of:

- Pertinent District records and information management principles and best practices to manage information throughout its lifecycle, capture, distribution, storage, retrieval and disposition
- District standards and legal provisions pertinent to the maintenance of records
- Knowledge of civil procedure laws related to subpoenas for services
- Records management software and document imaging software
- General knowledge of internal fiscal controls for receipt of cashier's checks and money orders
- Industry standards and trends related to technology that facilitates digital records management and scanning
- Operation, adjustment, and maintenance of digitized and microfilm equipment and accessories
- Customer service techniques in dealing with customers in-person and on the telephone
- Call management systems
- Software licensing and copyright protection rules and regulations
- Microsoft Office Suite

Ability to:

- Work in a dynamic environment with multiple clients
- Plan and assign the work of a unit
- Oversee records efficiently and discretely
- Establish and maintain production schedules and standards
- Manage multiple projects and prioritize accordingly
- Properly operate and care for optical scanning equipment
- Build client confidence
- Develop effective working relationships with stakeholders
- Implement and comply with current record management policies
- Understand and interpret rules, policies, and regulations pertaining to the retrieval and management of records
- Communicate effectively with District personnel, colleagues, and general public
- Collect data and communicate clearly and concisely, both orally and in writing
- Supervises effectively and train staff
- Verify and correct data for accuracy and completeness of scanned documents

Special Physical Requirement

- Safely lift and carry items weighing up to 50 pounds

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in data processing and/or supervision.

Experience:

Two years of clerical experience in a public agency archiving documents which includes the operation of optical scanning equipment and performing the retention, retrieval, and tracking of such documents. Supervisory and student records and data experience is preferable.

Special:

A valid California Driver License.
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
10-06-14
SJ