



## Job Description

**Job Title:** Technical Assistant I  
**Position Code:** 4N04 or DN04  
**Job Classification:** Non-Exempt

**Supervisor:** Guidance Supervisor  
**Pay Grade:** 13  
**Contract Length:** 245 Days

### Job Summary

Position is responsible for compiling, maintaining and processing student educational (Part I/II record content) to assure compliance with local, state, and federal requirements for retention, release of, and disposition of records and effectively communicates to the state division all procedural guidelines in accordance with the Freedom of Information Act (FOIA) and Family Rights and Privacy Act (FERPA).

### Essential Duties

1. Controls the access and monitors the use of all records archived and current in the Central Records Department and school record offices.
2. Receives and processes Part I/II records and files brought into the records department.
3. Maintains list of yearly records sent for microfilm by schools.
4. Responds to requests from colleges and employers for verification of graduation.
5. Responds to authorized agencies and outside school districts' requests for records.
6. Responds to in-system record requests for inactive records.
7. Enters new record data accurately to the mainframe (Category II Monitoring).
8. Updates mainframe (Category II Monitoring) with active student program changes.
9. Responds to requests made by parents, current or previous students, school personnel, etc., regarding record content.
10. Assists administrative and clerical staff in all areas, as demand requires.
11. Processes departmental mail inquiries; prepares folder jackets for active records; answers telephones, handles all or takes appropriate message.
12. Performs other duties as assigned.
13. Models nondiscriminatory practices in all activities.

### 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 preferably supplemented with two years of business school or college courses and records experience, or any equivalent combination of experience and training. Thorough knowledge of standard office practices, procedures, and equipment. Ability to type accurately; experience with Windows 95, Platform and Microsoft Office. Ability to establish and maintain effective working relationships with administrators, supervisors, staff and the public. 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.

**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 terminal; 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 50-100 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:** Guidance Supervisor

*This job description in no way states or implies that these are the only duties to be performed by this employee. The Technical Assistant I will be required to follow any other instructions and to perform any other related duties as assigned by the Guidance Supervisor 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:**

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Supervisor Date

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

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Employee Name (Print) Signature Date