

# Document Request Specialist

## Position Details

Class Code: 0284

Job Family: Administrative/Clerical/Secretarial

Classification: Support Professional

Terms of Employment: [Pay Grade 46 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general direction, performs a variety of complex document functions including uploading and downloading of confidential documents requiring substantial independent judgment as well as providing support to government entities, corporations, legal offices, educational institutions and the public. Involves verifying customer identity to ensure the safety and security of all educational records are maintained.

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## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Plans, organizes, and sets priorities based on deadlines and works independently.
2. Processes and prioritizes record requests generated by K-12 schools, current/former students, corporations, legal entities, and governmental institutions seeking academic, confidential records, or graduation verification of former students.
3. Maintains accuracy of printed records and uploaded/downloaded records.
4. Provides customer service internally/externally via phone, and email communications.
5. Proofreads documents, files, and stored data to validate information.

6. Maintains the confidentiality of records and information pertaining to students according to the Family Educational Rights and Privacy Act (FERPA) laws and regulations.
  7. Verifies identification of clients, and signed release of student records to fulfill document requests.
  8. Determines work priorities as well as exercises judgment with respect to urgency, confidential status, and relative importance.
  9. Operates a variety of office equipment (i.e., computer, printer, copy machine, fax machine, etc.).
  10. Advises customers with latest updates on submitted orders.
  11. Conforms to safety standards, as prescribed.
  12. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Involves coordinating records management as well as archival activities to ensure compliance, including providing technical training and support for records personnel and customers.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of uploading and downloading documents procedures.
  2. Knowledge of document management within an online database.
  3. Ability to use student information system reports to acquire educational records.
  4. Ability to provide customer service via phone, email, and text.
  5. Ability to maintain confidentiality of information according to FERPA law.
  6. Ability to concentrate on accuracy of details.
  7. Ability to read and determine graduation status on transcript.
  8. Ability to follow verbal and written instructions.
  9. Ability to work with strict deadlines.
  10. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

## **Education, Training, and Experience**

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.).
2. Three (3) years enterprise database experience.

## **Licenses and Certifications**

A valid driver's license or state-issued identification card.

## **Preferred Qualifications**

1. Proficient in District identified Student Information Systems.
  2. Proficient in online databases.
  3. Experience with educational record types.
  4. Ability to comply with FERPA requirements.
  5. Experience with telecommunications and customer service.
  6. Ability to use online meeting platforms.
  7. Maintaining a high degree of accuracy when uploading and downloading records online.
  8. Ability to work under strict deadlines.
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## **Document(s) Required at Time of Application**

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).
  2. Copy of a valid driver's license or state-issued identification card.
  3. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

Clark County School District Technology and Information Support Services Division.

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## **Work Environment**

### **Strength**

Sedentary/light - exert force up to 25 lbs., occasionally/frequently/constantly.

### **Physical Demand**

Frequent sitting, standing, walking, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical

office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision to read printed materials and online, a Video Display Terminal (VDT) screen, and other monitoring devices.

## **Environmental Conditions**

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

## **Hazards**

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## **Examples of Equipment/Supplies Used to Perform Tasks**

Various computers, printers, typewriters, copy machines, calculators, fax machines, telephones, filing cabinets/equipment, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Created: 09/05/23