

Human Resources (HR) Records Technician

Position Details

Class Code: 4196

Job Family: Administrative/Clerical/Secretarial

Classification: Support Professional

Terms of Employment: [Pay Grade 51 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, the purpose of the position is to perform a wide variety of human resources functions in accordance with department procedures and Clark County School District (CCSD) policies and regulations. This position will serve as a district-wide resource, responsible for supporting current and former employees with all activities related to employee records and verification. Employees in this classification perform both routine and non-routine duties as dictated by the nature of the assigned task.

Essential Duties and Responsibilities

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

1. Serves as the first point of contact and provides stellar support to internal and external customers via in-person, calls, and/or emails.
2. Manages sizable verification requests ensuring the quality and accuracy of completed forms.
3. Manages the retention of completed verification requests in the network drive.
4. Tracks the progression of verification requests utilizing multiple applications and/or databases.
5. Provides follow-up support to requestor(s), as needed.
6. Reports system issues directly to the application service provider(s).

7. Provides suggestions to innovate business processes for continuous improvement.
 8. Evaluates and continuously improves the internal verification request process and customer service delivery.
 9. Collaborates with vendors in order to maximize best practices of requested services.
 10. Participates in continuous training with vendors to stay abreast of industry trends.
 11. Develops, implements, and updates existing standard operating procedures, as necessary.
 12. Creates user guides to assist end users, both internal and external.
 13. Maintains the data integrity of the information in multiple applications, databases, and network drives.
 14. Serves as an HR Liaison between internal and external agencies, such as local, state, and national governmental entities, financial institutions, and educational institutions.
 15. Conforms to safety standards, as prescribed.
 16. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves complex, responsible clerical/technical duties requiring substantial judgment.

Knowledge, Skills, and Abilities (Position Expectations)

1. Ability to establish priorities, work independently, and pursue objectives without supervision.
2. Ability to meet predetermined deadlines and shift to new tasks when priorities change.
3. Ability to keep information confidential and maintain an ethical attitude.
4. Ability to concentrate on detailed work and maintain a high degree of accuracy.
5. Ability to prioritize and adjust work responsibilities as needed.
6. Ability to judge when to act independently and when to refer situations to a supervisor.
7. Ability to cooperate with management, staff, and the public.
8. Possess physical and mental stamina commensurate with the responsibilities of the position.
9. Knowledge and understanding of CCSD policies, regulations, and procedures.

10. Knowledge of federal, state, and local laws and regulations.
 11. Ability to maintain a broad range of responsibilities, adjusting work responsibilities as necessary, to ensure efficient completion of all incoming requests.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Education Development (GED), foreign equivalency, etc.).
2. Associate's degree and two (2) years of related experience in decision making management experience with extensive public contacts, which includes supervision of projects and/or staff, organization, and/or coordination of complex records, confidential records, data processing/analysis, or systems application; or,
Four (4) years of related experience in decision making management experience with extensive public contacts, which includes supervision of projects and/or staff, organization, and/or coordination of complex records, confidential records, data processing/analysis, or systems application.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.

Preferred Qualifications

1. Knowledge of and experience with large educational systems/entities.
 2. Knowledge of and experience with public sector/government related business technologies.
 3. Experience working with Human Resources.
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Document(s) Required at Time of Application

1. High school graduation or other equivalent (General Education Development (GED), foreign equivalency, etc.).
 2. College transcript(s) from an accredited college or university.
 3. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 4. Copy of current driving history (dated within (6) months from the date printed) issued by the DMV.
 5. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

CCSD Human Resources Division (HRD).

Work Environment

Strength

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

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, 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: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or 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).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, copiers, calculators, fax machines, telephones, filing cabinets/equipment, etc.

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: 10/30/23