



JOB DESCRIPTION

Records Management Clerk

Date Prepared: July 2014

SUMMARY: Under general supervision, processes various documents for storage and retrieval; perform a wide variety of complex and confidential duties requiring analysis and attention to detail.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Assist departments with the development of new document categories and fields for storage; work with the Records Management Coordinator to determine departmental records needs; provide assistance in preparing documents for scanning.
- Provide assistance in the transportation of boxed documents from City Hall to the Records Center for storage; organize and number boxes; maintain inventory in storage.
- Collect, sort, prepare and scan documents; label and enter documents into the computer system; prepare files and forward documents for recycling and/or shredding.
- Convert documents to various formats; assist in transferring data between systems.
- Provide post-scanning quality assurance to ensure batches are complete, accurate, and of a high quality.
- Maintain scanning equipment by running calibration tests and basic cleaning; set up scanners for use; select appropriate settings for scanning; Troubleshoot scanner functions when required.
- Maintain files of official recorded documents; file and label documents for permanent storage in the vault; communicate and coordinate needs with departments.
- Ensure documents are archived and properly located; maintain confidentiality.
- Serve as an alternate receptionist; operate a telephone switchboard.
- Provide backup to the Records Management Coordinator, as required.
- Work on special projects, as assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma OR GED equivalent; AND two years demonstrable PC and data entry experience including advanced knowledge of the Microsoft Office suite; OR two years of experience in records

retention; OR an equivalent combination of education, training, and experience. Must be able to type at least 50 wpm.

Knowledge of:

- City policies and procedures.
- Specialized computer scanning software; Windows, Adobe, and email.
- Public records requests.
- Principles and practices of records management and retention.
- Record keeping and file maintenance principles and procedures.
- Filing methods and recordkeeping.
- Proper printer and scanner operation.

Skill in:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Using initiative, discretion and judgment within established procedures guidelines and rules.
- Defining problems; explaining technical problems; and establishing facts and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Interpreting and applying information from technical manuals.
- Operating a personal computer and various software applications.
- Maintaining organization and a clean work station.
- Attention to detail; understanding and retaining legal data.
- Sustaining a large document scan/workload of approximately 1200 pages per hour (approx. 4500 pages per day).
- Proper sorting, preparing, and organizing original documents; moving and re-filing of original documents and boxes.
- Providing accurate indexing entry for departmental records.
- Reading and understanding documentation.
- Communicating workflow status and providing workflow suggestions; meeting strict deadlines.
- Working well in a team environment, establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; and applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Possession of a valid California Class "C" driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment. May be exposed to extreme temperatures and dusty conditions within the Records Center. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing, and walking, and carrying moderately heavy boxes up to 50 pounds, and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.