



May 2007  
FLSA: NON-EXEMPT

## RECORDS TECHNICIAN

### **DEFINITION**

Under general supervision, coordinates and maintains the Town-wide official records system; performs the preparation, processing, indexing, storage, retention, dissemination, and disposition of Town records; performs a variety of technical and clerical duties involving the processing and maintenance of reports, records, and files; maintains document retention, storage, and retrieval systems; performs a variety of administrative duties in support of the Town Clerk's Office; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision by the Town Clerk. No supervision is exercised.

### **CLASS CHARACTERISTICS**

This is a single-position classification that is responsible for the coordination and maintenance of the Town's official computerized and manual records management systems. Responsibilities include implementing and maintaining policies and procedures of the records management systems, providing relevant information for Town employees and the public, and a variety of administrative duties in the Town Clerk's office. This class is distinguished from other administrative and secretarial classes in that it requires specialized technical knowledge and skills pertaining to records retention, storage, and disposal, in addition to standard office support duties.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Maintains computerized and manual records management systems for the Town's official documents, including receiving and responding to requests for the storage and/or release of records, establishing schedules and methods for records maintenance, destroying records as directed by the Town Clerk in accordance with Town policies and procedures, and maintaining and implementing procedures for the storage of and access to those records.
- Implements and maintains policies and procedures for the recording, indexing, filing, and retrieving of active documents and the storage of inactive documents.
- Under direction from the Town Clerk, responds to inquiries regarding public records, the Public Records Act, the Freedom of Information Act, and the Brown Act; responds to legal requests for records; ensures that all public records are open to inspection at all times during office hours and that every person's right to inspect any public record of the Town is upheld; justifies any nondisclosure and/or deletes any portions that are exempt from the mandate of the Public Records Act as directed;

provides assistance to the public by helping to identify records and information relevant to the request; ensures timely response to all requests and communicates in writing with any requester in cases of unusual requests that may cause delays in obtaining all requested information.

- Coordinates scanning production, quality control procedures, and off-site storage.
- Assists the public and Town employees by providing information and research assistance regarding the Town's documents.
- May train other office support staff in work procedures to ensure that work is completed within procedural requirements.
- Updates retention schedule to reflect current legal requirements.
- Performs a variety of administrative duties in support of the Town Clerk's Office, such as working with the Town Council and various Committee/Commission Members; greeting the public, receiving and screening telephone calls, taking messages, directing callers to the proper office or person, and providing factual information regarding Town and departmental activities and functions in a professional and courteous manner.
- Supports the Town's Passport Agent function and process passport applications from the public.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Principles and practices of records management, retention, and proper disposition.
- Applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures related to records management, retention, and disposition.
- Modern office administrative and secretarial practices and procedures, including the use of standard office and computer equipment.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and basic statistical techniques.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

### **Ability to:**

- Perform responsible technical administrative support work with accuracy, speed, and minimal supervision.
- Interpret, apply, and explain a wide variety of technical policies and procedures, and communicate difficult procedures and regulations to those encountered in the course of work.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update Town records database and management systems.
- Make accurate arithmetic computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Type at 50 wpm.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of increasingly responsible record keeping experience, including the maintenance of automated and manual records and files.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift up to 20 lbs, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.