

City of San José
CLASS SPECIFICATION

Title: Records Specialist (1115)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
City Clerk's Office	City Clerk or Assistant City Clerk	Non-exempt

CLASS SUMMARY

Under general supervision, is responsible for paraprofessional level legislative work in support of administrative functions in the City Clerk's Office. Coordinates with the records management program for all City departments and City Council. Assists with municipal elections, Public Records Act Requests, City Council agenda, processing a variety of legal documents, and maintenance of official records. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This paraprofessional classification within the City Clerk's Office is responsible for providing support for assigned records management tasks. An employee in this class performs a variety of administrative assignments related to the execution of legislative and records detail. An employee may lead the work of clerical staff, but is primarily an individual contributor with a high level of expertise in records management. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND four (4) years of increasingly responsible paraprofessional administrative experience in records management.

Required Licensing (such as driver's license, certifications, etc.)

Certification in records management from an acceptable agency to the City of San José is highly desirable.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices including knowledge of records management and maintenance; Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.

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- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Collaboration – Develops networks and builds alliances; engages in cross-functional activities.
- Continuous Improvement - Actively identifies new areas for learning and regularly creates and takes advantage of learning opportunities.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability – Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Coordinates with the Citywide records management program for all City departments and City Council; plans and implements storage plans; ensures document compliance, maintenance, storage, retention, and retrieval of documents.	Daily/Several Times
2.	Provides technical support related to file and document inventory; participates in interpreting and communicating policy instructions; reviews retention schedules and suggests changes in procedure or maintenance; maintains proper filing of documents and agreements in accordance with City Policy.	Daily/Several Times
3.	Responds to routine records/information requests from the public; within City guidelines and policies and procedures, releases documents, or refers to higher level staff for requests outside scope of authority, including redaction provisions; processes and files legal documents and official records.	Daily/Several Times
4.	Attends City Council, Board, and/or Commission meetings; performs agenda preparation activities; maintains official files and records of proceedings and actions; post notices, bulletins, and contacts in accordance with City Policy.	Daily

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5.	Reviews records, identifies discrepancies, and researches information. Prepares reports related to the records management systems; inventories and reviews records and documentation; performs audits on database information; revises/develops forms, records, filing systems, and procedures.	Daily
6.	Assists in training less experienced professional staff in department or work methods and procedures. Acts as a lead/subject matter expert with newer staff who frequently ask questions or ask for direction pertaining to past/best practices.	Daily
7.	May act as a lead to clerical personnel in administrative support functions, assigning, scheduling and checking work, providing technical direction, determining priorities, and training staff. As a lead, may sign timecards and may give input to the supervisor regarding hiring, promotion, termination and discipline of employees; drafts and participates in performance appraisals.	Weekly
8.	Researches new technology and methods for records maintenance; coordinates with the appropriate department personnel and/or vendors to develop and implement solutions to meet storage needs for the City.	Intermittent
9.	Assists in coordinating municipal elections.	As Required
10.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 08/17; s000