



Records Clerk

Job Specification
Classification: Competitive
Series: Administrative Support
Level: 1 of 3

DISTINGUISHING FEATURES OF THE CLASS: This is the first level of the Administrative Support series and is responsible for performing basic and defined office, administrative tasks, basic data entry, and answering basic questions about department procedures and policies. The incumbent does related work as required.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Performs general reception duties which may include: answering phones on a multi-line system, directing inquiries to appropriate staff, greeting visitors, and providing department information.
- Prepares and copies a variety of correspondence, including, but not limited to court orders, arrest and incident reports, e-mails, letters, memos, and faxes.
- Receives and distributes incoming and outgoing mail as needed.
- Prepares and checks appropriate forms and documents to assist with parking tickets and traffic citations, depositions, record check requests, background checks, accident reports, or other related department information.
- Files documents alphabetically, numerically, or by other prescribed methods; follows prescribed procedures for file storage.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Clerical and office support practices;
- Assigned department operations and functions;
- Customer service principles when addressing front-desk inquiries.

Ability to:

- Operate a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Maintain files and records;
- Follow oral and written instructions, policies, and procedures;
- Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and 2 years of clerical experience.

SPECIAL NECESSARY REQUIREMENT: None

Classification history:

Adopted: 4/17/2012*

*Title combined from Clerk and Senior Clerk