



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 504.5

Job Title: **RECORDS TECHNICIAN**

Pay Grade: 9

GENERAL SUMMARY:

Performs a variety of clerical assignments in the retention, storage, retrieval, indexing and dissemination of a large volume of documents or records.

RESPONSIBILITIES:

- Performs clerical activities in the receipt, storage, retrieval and disposition of active and inactive records according to established records management policies and procedures.
- Collects reports and work-related documents and organizes this information into file folders for use by other employees.
- Files materials alphabetically, numerically, chronologically and by other predetermined categories for use by staff as requested.
- Enters predetermined information on the records into a filing system using a computer terminal. May enter pre-selected information from sources in the files into a City of departmental information system/data (i.e., EPE ratings, etc.).
- Prepares records for permanent storage or disposal following guidelines and procedures.
- Receives and responds to routine requests for information from employees and the public, in person and over the telephone.
- Retrieves information from files, documents and other sources of information to answer routine questions from other employees, the public or other agencies. May retrieve information for more complex requests under close supervision.
- May prepare responses in compliance with policies and procedures.
- May account for fees for copies, labor, etc. when necessary.
- Performs other duties as required.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Six months of clerical or administrative experience are required.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytic ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

External Contacts:

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity, which requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position requires stooping, bending and/or lifting of items of up to 30 pounds with occasional periods of walking on rough surfaces.

WORK ENVIRONMENT:

There is only a slight source of discomfort from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with situations where occasional exposure to office chemicals and/or periodic use of a video display terminal are required.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Records Technician
Records Supervisor

Effective: September 2002