



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 643.9

Job Title: **3-1-1 CUSTODIAN OF RECORDS**

Pay Grade: 16

GENERAL SUMMARY:

Responsible for the custody, control and maintenance of all 3-1-1 records.

RESPONSIBILITIES:

- Develops and coordinates 3-1-1 records management activities.
- Assists in the development and maintenance of the database system.
- Operates computer workstation to assist with preparation of performance reports.
- Maintains master 3-1-1 audio tape library.
- Prepares and issues responses to requests for 3-1-1 records in accordance with 3-1-1 policy.
- Prepares 3-1-1 records for archive, maintains documentation of archived 3-1-1 documents and requests retrieval of archived files.

SPECIFICATIONS:

KNOWLEDGE:

An Associate's degree in Business Administration, Social Science, General Studies or a closely related field is required.

EXPERIENCE:

Two years of experience in a communications environment or records management are required. Professional experience in a communications environment or records management may be substituted for the above education requirement on a year-for-year basis.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

SPECIFICATIONS: (continued)

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is extremely infrequent with virtually no outside contact. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

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:

3-1-1 Custodian of Records

Effective Date: August 1999