

Code: 0050

Title: RECORDS TECHNICIAN

SUMMARY: Receives, reviews, processes, sorts, stores, inventories, retrieves and delivers records in a centralized records maintenance, storage or archive facility or work-unit.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Receives and screens mail, telephone and on-site visitor records requests to insure information and confidential files are released only to authorized persons;

Researches manual and automated systems to gather or verify data needed for processing activities;

Reviews, receives and inventories individual files or boxes of files from departments, assigns appropriate file, box and location numbers and marks boxes and documentation accordingly;

Retrieves archived files from storage according to requests received, and sends/delivers to requesting offices;

Verifies that file(s) requested are in the boxes identified, and adjusts inventory records as needed;

Packages or transports files and file boxes to staging area for delivery, to include required forms for receipt, signature and return;

Delivers, receives and transports files and file boxes between storage facility and requesting offices;

Places files/boxes in correct shelf space, using ladders and lifts, moves containers between shelves and reassigns them as required;

Provides information to County offices/agencies regarding proper packaging of records and completion of inventory lists and use of the Records Retention Schedules;

Loads and unloads vehicles with file boxes and related materials by hand or by use of mechanical assistance devices (hand truck, pallet truck, etc.);

Re-files records and documents being returned to storage;

Interfiles additional records and documents being added to storage and adjusts inventory as needed;

Retrieves archived records for disposal, per Records Retention Schedules and other applicable guidance;

Transports archived records scheduled for disposal to County landfill or destruction facility, and assures required documentation is completed;

Assesses accuracy of Records Transfer documents prepared by County Departments in accordance with State approved Records Retention Schedule;

Compares entries against source documents and makes corrections to data entry files, including entry of file/file box location/disposition information into manual and automated systems;

Conducts physical inventories of file box contents to verify and adjust inventory records as required;

Rearranges storage areas and equipment to accommodate changes in inventory;

Inspects file boxes for integrity, damages or extraneous materials, and removes, replaces or repackages files to meet storage standards;

Prepares and submits routine and special activity, inventory and disposition reports;

Performs operator-level inspection, service and maintenance of assigned vehicles;

Performs work-area maintenance to minimize dust, rodents, insects and adverse conditions, while assuring maximum fire safety/prevention measures;

Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

Verifies fees for records/service requests, receives payments, and issues receipts;

Assists Records Archiving Specialists in the microfilming of records;

May issue discount tickets/bus passes/County identification badges: maintaining/updating assigned programs;

May perform cash drawer duties: recording transactions, monthly reconciliation and payments to vendors.

Legal/Law Enforcement Setting:

Receives and processes subpoenas by researching and gathering requested information;

Reviews case files/reports to insure completeness of records and contacts appropriate parties to obtain missing documents;

Performs redacting of specialized documents prior to their release;

Creates and maintains spreadsheets and databases using packaged software;

Processes requests and performs research for background checks on behalf of employers, adoption/foster care agencies, etc;

Establishes, posts, and maintains manual and automated bookkeeping systems;

Contacts debtors to collect accounts receivable and monitors payment arrangements.

KNOWLEDGE & SKILLS:

Knowledge of:

- Records Center methods, policies and procedures;
- county, state and federal records retention guidelines, requirements and documentation;
- county, state and federal requirements for the creation, maintenance and release of information maintained in a centralized files facility;
- procedures for data entry and retrieval from an automated inventory system;
- basic accounting principles and procedures;
- alphabetic, alpha-numeric and numeric manual and automated filing systems;
- safe warehouse practices, including the use of mechanical assistive devices, such as hand trucks and pallet trucks;
- sites/locations of county offices, departments and agencies;
- principles and techniques of microfilming of records.

Skill in:

- determining validity of requests for access to records, and redacting, releasing or copying authorized materials;
- interpreting and applying records retention guidelines;
- inventorying of files/boxes to determine or verify contents, and creating or maintaining records;
- documenting contents, locations and disposition of materials received, stored, issued or destroyed in manual and automated records systems;
- maintaining security and confidentiality of all materials encountered in performance of duties;
- safely and independently moving, carrying and transporting boxes of files manually and with the assistance of mechanical devices;
- assisting others in the microfilming of records;
- operating and performing operator level inspection, servicing and maintenance of assigned vehicles;
- interacting with the public and providing customer service;
- computer software including spreadsheets, word processing programs, and data bases;
- performing basic bookkeeping principles and practices;
- maintaining a safe workplace.

MINIMUM QUALIFICATIONS: EITHER:

(1) Six months of experience performing files maintenance (either electronic or manual) in a centralized records maintenance, storage or archive facility.

OR:

(2) Completion of course work for an Advanced Certificate or Associate in Sciences Degree from an accredited college, university or vocational/technical school in Records Management, Filing Practices or Office Management.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require possession of a valid Arizona Drivers License with appropriate endorsement(s), as defined by the Appointing Authority. Failure to maintain the required licensure may be grounds for termination.

Special Notice Items: Due to the need for access to courts, law enforcement, detention or correctional facilities, some positions in this classification may require satisfactory completion of a personal background investigation by law enforcement agencies. Some positions may encounter rodents, insects and mildew/fungus in handling of records and records boxes and while working in records storage areas. Needed protective clothing, equipment and training will be provided.

Physical/Sensory Requirements: Some positions may require the ability to independently lift and carry boxes of records weighing up to 50 pounds, climb and descend ladders and work platforms while carrying boxes, and work in extremes of heat, cold, humidity and dust.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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