



City of Phoenix RECORDS CLERK II

JOB CODE 01120

Effective Date: 11/92

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform difficult and skilled specialized clerical work for a centralized records system involving routine classifying, indexing, filing, storing, and retrieving a large volume of material. Positions in this class require employees to work independently and exercise judgment in applying procedures and guidelines to new and different record activities. Work accomplishment is measured by the production of records from files when requested and is performed under the general supervision of a Records Supervisor. The variety and difficulty of assignments, the independence with which work is performed, and the supervision of a large and complex departmental records system distinguish this class from the class of Records Clerk I.

ESSENTIAL FUNCTIONS:

- Stores and retrieves records and files upon request;
- Enters information into and retrieves information from a complex filing system through a computer terminal;
- Receives and answers requests for information from employees and the public in person, and over the telephone, often requiring extended research;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and procedures used in maintaining and controlling a complex filing system.
- Modern office practices, procedures, and equipment.

Ability to:

- Enter and retrieve data or information into a terminal, PC, or other keyboard device.



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- Communicate orally with customers, clients, the public, and other employees in a face-to-face, one-on-one setting and using a telephone.
- Perform duties rapidly and accurately.
- Remain in a sitting position for extended periods of time.
- Works cooperatively with other employees and the public.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of clerical recordkeeping experience, including one year of experience working with a large central records system. Other combinations of education and experience that meet the minimum requirements may be substituted.