



City of Phoenix

Records Clerk

Job Code:	01120	Job Function:	Special Clerical
Salary Plan:	006	Grade:	323
FLSA:	Nonexempt	Labor Assign:	Unit 3 AFSCME 2960
Benefit Cat:	003	EEO-4:	Administrative Support
SOC:	43-4071	Last Revision:	September 2021

The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the essential functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

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.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Records Supervisor or other supervisory classification.

ESSENTIAL FUNCTIONS:

- Stores and retrieves records and files upon request
- Enters information into and retrieves information from a complex filing systems and databases through a computer terminal; updates and maintains databases
- Receives and answers requests for information from employees and the public in person, and over the telephone, often requiring extended research
- Receives and processes various payments, processes refunds
- 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.
- Records retention schedules and procedures for destruction and archiving of records
- Modern office practices, procedures, and equipment.



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Ability to:

- Enter and retrieve data or information into a terminal, PC, or other keyboard device.
- Maintain compliance with federal, state, and local regulations while accomplishing tasks
- 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:

One year of clerical recordkeeping experience, including experience working with computerized records systems. Other combinations of education and experience that meet the minimum requirements may be substituted.