



City of Phoenix

Records Clerk*Lead

Job Code:	01121	Job Function:	Special Clerical
Salary Plan:	006	Grade:	324
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. The variety and difficulty of assignments, the independence with which work is performed, and the oversight of a large and complex departmental records system distinguish this class from the class of Records Clerk.

The following Lead Assignment job description is meant to apply to all like titles, regardless of any assignment or designation.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Records Supervisor or other supervisor.

DISTINGUISHING FEATURES OF THE LEAD ASSIGNMENT:

The fundamental reason a Lead Assignment exists is to assist in supervising other employees. This lead work is in addition to the regular duties as described in the base classification job description.

While the duties of Lead positions can vary by department and work group, some examples of Lead responsibilities include:

- Training new and current employees.
- Assigning, reviewing, and approving work.
- Handling the more complex and technical problems and customer inquiries in the work unit.
- Supervising a work unit whenever the regular supervisor is absent.
- Completing various activity statistical reports, budget monitoring, and/or other special projects.



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- Ensuring that department management is informed of critical issues or other emergencies.
- Providing input on employee performance evaluations and disciplinary actions.
- Handling the day-to-day scheduling of employee breaks, work periods, and coverage of workstations or public counters.
- Ensures work is performed in compliance with section/division/department standards and established deadlines.
- Depending on staff assignment may perform other duties and tasks.

Lead*U7: Some Lead positions, such as "Lead-Unit 7," perform the full range of supervision over others. This would include the examples above, plus such responsibilities as conducting employee performance appraisals; approving leave and overtime; and handling hiring, firing, discipline, and grievances of employees as a first-level supervisor.

The Lead assignment is distinguished from the base classification by supervisory responsibilities, responsibility for the more complex and technical work situations, the independence with which duties are performed, and decision-making authority.

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
- 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



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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:

Two 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.