

CITY OF WINTERS

RECORDS CLERK I
RECORDS CLERK II
(Administrative Services)

DEFINITION

To perform a variety of responsible clerical work involving the processing and maintenance of departmental projects, permanent records, and files; and to greet and respond to citizens' requests and inquiries at the department's reception counter in a polite manner.

DISTINGUISHING CHARACTERISTICS

Records Clerk I: This is the entry level class in the Records Clerk series. This class is distinguished from the Records Clerk II by the performance of the more routine tasks and duties assigned to positions within the series. Employees at this level are not expected to perform with the same independence of direction and judgement on matters related to established procedures and guidelines as are positions allocated to the II level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Records Clerk II: This is a full journey level class within the Records Clerk series. This class is distinguished from the Records Clerk I by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

These positions receive immediate supervision from the Director of Administrative Services, and ultimately from the City Manager.

EXAMPLE OF DUTIES: Duties may include, but are not limited to, the following:

Performs a variety of permanent record keeping, filing, indexing, and other general clerical work with correspondence, projects and data.

Assists in all phases of typing correspondence and projects.

Assists in the preparation of council and commission agenda packets.

Assists and provides the general public at the counter by accepting payment for utility billing, business licenses, dog licenses, and inquiries.

Operation of a computer.

MINIMUM QUALIFICATIONS

Records Clerk I

Knowledge of:

Office methods and procedures, telephone and receptionist techniques.

Correct English usage, spelling, punctuation and grammar.

Learn pertinent municipal codes.

Learn to operate the networked computerized system in Word Perfect 6.1.

Work under pressure, exercise good judgement, and make sound decisions.

Effectively communicate with and elicit information from upset and irate citizens.

Type accurately at 45 words per minute.

Understand and follow both oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Education

Any combination of experience and education or training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of general office experience including typing and public contact.

Education:

Equivalent to the completion of the twelfth grade.

Records Clerk II

In addition to the requirements for Records Clerk I:

Knowledge of:

Pertinent municipal codes and permanent record management.

Computerized network system.

Ability to:

Operate the computerize systems.

Exercise judgement and work with a minimum of supervision.

Operate office equipment quickly, accurately and at times concurrently.

Type accurately at 55 words per minutes.

Experience and Education

Any combination of experience and education or training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of experience performing duties comparable to Records Clerk I in the City of Winters.

Education:

Equivalent to the completion of the twelfth grade.