

## RECORDS COORDINATOR

**Department:** City Clerk  
**Division:** \_\_\_\_\_  
**Reports to:** City Clerk/Treasurer

**Classification/Grade:** 19  
**FLSA Status:** Non-exempt  
**Date Approved:** \_\_\_\_\_

*Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.*

### **DEFINITION**

The Records Coordinator is considered a specialized position that works under the supervision of the City Clerk/Treasurer, and the Deputy City Clerk. This position is responsible for answering and directing incoming telephone calls as well as train to assist front counter customers. A Records Coordinator must be prompt, and use considerable tact and finesse when working with the public. Assist in the implementation and monitoring of City-wide records management and public records policies and procedures.; Provide assistance with record retrieval to the public as well as to the Mayor, City Council and staff; provide responsible assistance to the City Clerk and to perform a variety of task related to the assigned area of responsibility..

### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES**

**(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)**

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. File, retrieve, transfer, prepare image and dispose of City records, maintain confidentiality of records access.
3. Evaluate current records retention schedules; develop a plan for updating and establishing new retention schedules for all departments; oversee departmental adherence to retention schedules.
4. Assist in drafting procedures for systematic review of retention schedules and records destruction while preserving records of historical value.
5. Evaluate city-wide public records policies in accordance with NRS, revise if needed and develop procedures for city staff use.
6. Assist in training city staff in all records management policies and procedures.
7. Answer telephones; Respond to inquires from City staff and the general public regarding public records, search for and provide information and copies of public records, solve routine problems associated with locating records and documents.
8. Assist the public at the front counter whenever needed and give proper information as requested.
9. Answer incoming telephone calls and route individual to appropriate staff.
10. Work and train with all approved software programs for records management.
11. Be a member of ARMA and assist in directing and informing the records committee of current ARMA and state regulations.
12. Be instrumental with the ongoing creation and maintenance of the Records Manual.
13. Receive and respond to inquiries from other departments or the public, use judgment in providing technical assistance or referring to appropriate party; explain pertinent regulation, policies and procedures.
14. Receive and process Special Events Permits.
15. Extract, index, scan and manage city documents.
16. Cross train and assist with all of the Deputy City Clerk's functions.
17. Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
18. Possess writing skills and be capable of writing and issuing handwritten and computer generated notices, and directives.
19. Conduct research and prepares reports and informational materials as necessary.

20. Be dependable and meet acceptable attendance requirements at all times.
21. Follow all applicable safety rules and regulations.

### **OTHER JOB FUNCTIONS**

- A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
- B. Use other office equipment such as automated mailing machine, laminator, fax, and scanner.
- C. Perform other related duties as assigned.

### **QUALIFICATIONS**

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

#### **Knowledge of:**

- Policies, practices and procedures of a records management program.
- Pertinent federal, state and local laws, codes and regulations governing the utilization, retention, preservation and disposition of City Records.
- Codes, policies and procedures of the recording of legal documents.
- Current issues in records management, including the management of electronic records.
- Record keeping principles and practices.
- City document imaging database software program/s.
- The State ARMA regulations and the State Archival Records Retention Library.
- Modern organization and management principles.
- Policies, procedures for operation of the central telephone system.
- Basic office machines, computers, imaging scanners, and business skills; software such as Microsoft Word and Excel.
- Public relations techniques, dealing with multiple customers and/or upset customers.

#### **Ability to:**

- Accurately maintain, file, retrieve and destroy City records, plans and maps.
- Interpret, apply, explain and enforce applicable laws, codes, regulations, policies and procedures.
- Act calmly, rationally, decisively and tactfully in difficult situations.
- Use initiative and independent judgment within established guidelines.
- Attend training whenever needed.
- Communicate orally with tact and diplomacy.
- Produce written documents with clearly organized thoughts using proper sentence, construction, punctuation, and grammar. (Examples: writes letters, documents actions taken).
- Comprehend and implement directives from upper management with positive compliance.
- Learn job-related material through oral instruction, observation, and reading, to effectively perform job duties.
- Enter data or information into a standard computer and operate computer in Windows platform.
- Work harmoniously and tactfully with other City employees, representatives of organizations conducting business with the City and the public.
- Plan and organize own work load within constraints; make appointments and set meeting with applicants.
- Operate and use modern office equipment including personal computers, scanners, microfilm jackets loaders and reader/printers.
- 

**Special Requirements:** Position will require the performance of other essential and marginal functions depending upon work load.

#### **Experience, Education and Training:**

Any equivalent combination of training, education, and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High school diploma or G.E. D.

Experience: Two (2) years of increasingly responsible general clerical support experience including some records retention responsibilities.

Training: General office and computer skills, including typing and word processing; General knowledge of SIRE and the central telephone system.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Class "C" driver's license.

### **WORKING CONDITIONS**

Work is performed under the following conditions:

#### **Physical Requirements:**

Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Moderate physical exertion is required due to occasional bending, twisting, reaching, kneeling, walking and standing. Must be able to handle stressful situations, attend some breakfast, lunch, or evening meetings, travel to off-site facilities and must carry/lift/push or pull loads of up to 30 lbs.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved:

July 2007  
October 2009