



April 2013

## RECORDS TECHNICIAN

### **DEFINITION**

Responsible for equipment operation and processing of materials, documents or records for the organization's film- or computer-based imaging operations. Equipment used includes imaging systems, scanners, digital and microfilm cameras and other electronic media.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

Under general supervision, incumbents perform work such as preparing and scanning city records, abstracts information from records for completion of forms, operates office equipment including telephone, computer systems, copy machines, scanning equipment, dollies and/or a variety of handcarts. Employees will have knowledge of filing procedures, terminology used in records classifications and operation of equipment used in the process.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Perform assigned data entry to populate records information management software according to established procedures.
- Perform imaging, digitizing and microfilming activities in support of the records information management program and project objectives by following established procedures.
- Perform file maintenance tasks including interfiling and applying tracking or identifying metadata or labels to maintain the records and information repository integrity.
- Solve problems.
- Manage time/multitask.
- Capture information accurately; enter data accurately.
- Use imaging software and equipment.
- Collecting information for data entry (indexing) to describe images.
- Prepare documents for "batch" capture.
- Verify all images in a batch are captured; proof work product.
- Communicate effectively with staff verbally and in writing.

## **QUALIFICATIONS**

### **Knowledge of:**

- English usage, grammar, spelling, vocabulary and punctuation.
- Records and municipal government terminology
- Use of standard office and computer equipment.
- Techniques for providing high level of customer service.
- Imaging software and procedures.
- Operation and maintenance of imaging hardware.
- Imaging process procedures.
- Quality-control procedures for image validation.
- Preparation requirements for source documents.

### **Ability to:**

- Effectively use interpersonal and communication skills including tact and diplomacy.
- Maintain confidentiality of work-related information and materials.
- Attention to detail, accuracy and follow through.
- Adhering to policies, procedures and quality controls in relation to electronic imaging and records management.
- Working in a team environment.
- Maintaining an established work schedule.
- Proficiency using electronic imaging technology and related storage requirements, image and document formats.

## **EDUCATION AND EXPERIENCE**

*Any combination of training and experience that would provide the required knowledge, skills and abilities in qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and one (1) year of experience working with Laserfiche or other electronic document imaging software or work in an active records management program or work in a records storage area.

## **LICENSES AND CERTIFICATIONS**

- Required to possess or have the ability to obtain, a valid driver's license by the time of appointment.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various city and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb up and down ladders, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 40 pounds. Occasionally, employees may have to push and pull materials and objects up to 120 pounds, with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally will have to work in a warehouse environment when retrieving or storing files and records.