



CLASSIFICATION TITLE: BCES Records Specialist	JOB NUMBER: 7244	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: BCES Communications Manager	PAY GRADE: 13	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs administrative support work producing agency records in response to requests for records and information made by outside agencies or the public, and conducts related work as apparent or assigned. Work is performed under the close supervision of the BCES Communications Manager ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Receives requests for the production of agency records directly from partner, customer and other related agencies ("requesting agencies") and from the public through the City of Richland's Public Records Officer (PRO).
- Reads and comprehends requests thoroughly to ensure an accurate and comprehensive records production; seeks clarification from the requesting agencies or from the City's PRO on complex public records requests.
- Works collaboratively with the requesting agencies or the City's PRO to establish reasonable timeframes for records production.
- Conducts thorough and diligent searches of all electronic, paper, audio, and other related media to identify and collect all responsive records; coordinates collection of records from staff members as necessary. Manages multiple requests and timelines associated with requests, prioritizing requests based on varying criteria.

- Adequately documents search efforts consistent with established guidance from management and the Richland City Attorney's Office.
- Appears in court when necessary to authenticate records provided for trial.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes, and regulations related to assigned activities.
- Department and City's mission, methodologies, and policies in general, including specific procedures and deadlines covering the vast variety of paperwork in the handling of records.
- Department specific operations inclusive of telecommunicator workflow and processes.
- Alpha and numeric filing systems.
- Financial and statistical record-keeping techniques.
- Word processing and desktop publishing software applications used by the City.
- Proper telephone techniques and etiquette.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping and inventory principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

Skills and Abilities to:

- Learn, interpret, apply, and explain laws, codes, regulations, policies and procedures applicable to assigned tasks.
- Learn department and program objectives and goals.
- Read and comprehend requests for documents to fully understand what information is requested and what records are responsive to the request
- Maintain a high degree of confidentiality.
- Maintain accurate logs, records, files, and filing systems pertinent to tasks.
- Perform administrative support and clerical accounting duties with speed and accuracy.
- Understand and work within scope of authority.
- Type 35 WPM with accuracy; perform data entry with speed and accuracy.
- Use good judgment and remain calm, objective, positive, and empathetic despite pressures from citizens or partner agencies in critical, emotion-laden situations.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities, and meet critical time deadlines.

- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Ability to obtain ACCESS certification and maintain throughout employment.
- Successful completion of pre-employment background.

EDUCATION AND EXPERIENCE

High school diploma or GED.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

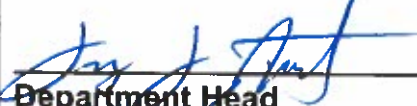
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; occasional exertion of up to 25 pounds of force; work frequently requires sitting, speaking, or hearing, using hands to finger, handle or feel, and repetitive motions, regularly requires walking and pushing or pulling and occasionally requires standing, climbing or balancing and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date