City of Bradenton
Job Descriptions

Job Title: RECORDS SPECIALIST

Date Prepared:	May 28, 2015
Department/Location:	Public Works & Utilities – Distribution and Collection Division
FLSA Status:	Non-exempt
Bargaining Unit:	None
Classification:	Essential: This position is an Essential classification and will require employee to report to duty after a hurricane or emergency.
Schedule:	This position normally works a regular weekday daytime shift and requires scheduled/unscheduled overtime, including evenings, weekends and holidays and/or immediate response to emergency conditions.
Supervision Exercised:	None
Supervision Received:	Supervisor and/or Crew Chief

General Purpose of the Position: Performs a variety of record keeping and clerical duties including organizing, distributing and processing work/purchase orders, typing correspondence, filing assistance in budget preparation, payroll processing and other related administrative duties. Receives and directs telephone calls, communicates to customers regarding water distribution or sewer collection repair or maintenance status. Maintains division records and inventory, coordinates work orders and maintains division operations database as assigned.

Essential Duties and Responsibilities:

- Provide excellent customer service.
- Answers telephones, asks relevant questions and directs phone calls to other divisions or agencies as appropriate.
- Maintains contact with customers regarding inquiries, complaints or requests for service. Calls customers with service updates as appropriate.
- Communicate by phone and radio in a clean, concise tone and professional manner.
- Route calls to supervisors and crew chiefs as necessary.
- Maintain composure and self-control during times of high stress involving challenging customers and situations while multitasking.
- Knowledge of service area and map-reading skills.
- Process work orders from incoming calls and also through the city website.
- Monitors and logs all communications, enters information on forms and computer equipment, and prepares reports as needed.
- Monitors weather and advise crew of storms or other weather conditions.
- Maintains knowledge of regulations pertaining to sewage spills and boil water notification.
- Knowledge of business English, grammar, arithmetic, and spelling.
- Knowledge of modern office practices and procedures.

- Ability to work independently and complete assignments in a timely manner.
- Complete a variety of ancillary clerical tasks as directed by supervisors.
- Computer and typing skills are essential.
- Ability to work well with other employees and the general public.
- Performs related work as required.

Skills and Physical Abilities Required:

- Occasional lifting of less than 50 lbs.
- Sufficient strength and agility to handle daily tasks as necessary.

Computer Equipment and Software Requirements: Mobile radio, telephone, copier, scanner, proficiency in MS Office software, Public Stuff Pro software, and the ability to adapt to other software programs with ease.

Education and Experience Required: High school diploma or GED equivalent. One (1) year of diversified dispatch and office experience.

Environmental Conditions: Work is primarily performed inside. However, work may occasionally be performed outside in varying and extreme weather conditions for short periods of time where employees are exposed to excessively loud noises from construction equipment, exposure to live sewer systems, human debris, drug paraphernalia, hot tar and asphalt, heavy equipment, working in and around trenches, hazardous gases, fumes, paint, chemicals and pesticides. While unlikely, physical effort may be required to perform heavy manual labor in confined and cramped spaces and uncomfortable conditions, climb ladders, bend, reach, and stand for long periods of time. Rare exposure to slippery and/or uneven surfaces; heights above twenty (20) feet; below ground level, with feet, legs and/or hands in water. Rare exposure to confined spaces. Not likely subject to 24-hour call back for emergency conditions. Appropriate training and safety equipment will be provided for all conditions.

Commercial Driver License (CDL): A Commercial Driver License (CDL) is not required for this position.

Pay Grade: 108 **Salary Range: Minimum:** $11.96/hour **Maximum:** $17.94/hour

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. Duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Approved:
Department Director _____ **Date** 1-11-17

Human Resource ~~Director~~ Manager _____ **Date** 1/11/17

*Updated Dec 2015
**Updated Jun 2016