



PERSONNEL COMMISSION

Class Code: 0675
Salary Range: 15 (C1)

RECORDS OFFICE ASSISTANT

JOB SUMMARY

Under general supervision, perform a variety of activities related to the management of District records including administrative and student records; receive, digitize, store and destroy District records from schools and offices; receive, research and process record requests in accordance with established procedures; maintain confidentiality of sensitive and privileged information; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Perform a variety of activities related to the management of District records including administrative and student records; receive, digitize, store and destroy records; maintain confidentiality of sensitive and privileged information. **E**
- Prepare records to be digitized in accordance with established procedures; review, organize and straighten pages; remove staples, paper clips and other bindings; remove unnecessary documents from records in accordance with established procedures. **E**
- Scan permanent District records; classify, index and assure legibility of documents; upload and archive digitized records into appropriate storage locations including databases, document management systems and files. **E**
- Receive and process departmental record requests for retrieval, storage and destruction; locate, move and prepare records for destruction in accordance with established procedures; assist in maintaining a detailed record location system. **E**
- Receive, research and process requests for student transcripts; provide transcripts to schools and outside agencies according to established procedures; request records from schools; collect record retrieval fees, issue receipts and send fees to Accounting. **E**
- Answer phones and greet and assist visitors; provide information to students, staff and the public regarding records management policies and procedures; assist visitors with completion of forms and documents. **E**
- Receive court subpoenas for District records; research, locate, and provide records in accordance with established procedures; retrieve physical records from the Records warehouse as needed. **E**
- Assist with the periodic destruction of records in the Records warehouse; identify, tag and move boxes eligible for destruction; load and unload boxes of records from warehouse shelves. **E**

- Perform a variety of clerical duties; receive, open and sort mail; file various records and forms; prepare correspondence related to assigned activities. ***E***
- Operate a variety of office equipment including a scanner, microfilm reader/printer, and a computer and assigned software; maintain equipment and arrange for repairs as necessary. ***E***
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

Incumbents in the Records Office Assistant classification perform a variety of activities in support of the District records management program including preparing and scanning permanent records in accordance with established procedures. Incumbents receive and process student transcript requests and provide information to students, staff, outside agencies, and the public regarding records requests and retention and storage requirements. A Records Office Assistant is required to maintain the confidentiality of sensitive and privileged information and must demonstrate exceptional customer service, interpersonal skills and positive public relations in their contacts with the public and District employees.

EMPLOYMENT STANDARDS

Knowledge of:

Modern office practices and procedures.

Interpersonal skills using tact, patience and courtesy.

Principles and practices of providing high-quality customer service.

Telephone techniques and etiquette.

Correct English usage, spelling, grammar, and punctuation.

Oral and written communication skills.

Filing and record-keeping techniques.

Operation of a variety of office equipment including a scanner, microfilm reader/printer, and a computer and assigned software.

Basic math.

Ability to:

Perform a variety of activities related to the management of District administrative and student records.

Prepare records for digitization in accordance with established procedures.

Maintain the security and confidentiality of sensitive and privileged information.

Answer telephones and greet visitors courteously.

Maintain records and files.

Meet schedules and time lines.

Complete work with many interruptions.

Determine appropriate action within clearly defined guidelines.

Understand and follow oral and written instructions.

Communicate effectively both orally and in writing.

Learn laws, codes, rules and regulations regarding release of student information, files and transcripts.

Operate a variety of office equipment including a scanner, microfilm reader/printer, and a computer and assigned software.

Establish and maintain cooperative and effective working relationships with others.

Education and Training:

Graduation from high school or equivalent.

Experience:

One year of clerical experience involving public contact.

OR

One year of experience as an Office Assistant with the Long Beach Unified School District.

Any other combination of education, training and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities, may be considered.

SPECIAL REQUIREMENTS

Some positions in this classification may require the ability to communicate effectively, both orally and in writing, in a language other than English. Selective certification in accordance with the Education Code may be effected to meet this requirement.

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

WORKING ENVIRONMENT

Office environment.

Constant interruptions.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard and scanners.

Hearing and speaking to exchange information in person or on the telephone.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling boxes weighing up to approximately 35 pounds.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to retrieve files and records.

Reaching overhead, above the shoulders or horizontally to retrieve files and records.

Climbing ladders and stairs to retrieve boxes.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 6/22/2000

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