

City of South San Francisco
Human Resources Department

City Clerk Records Technician

Class Description

Definition

Under general supervision, provides responsible, technical, complex, and/or specialized administrative duties in support of City Clerk functions including records assessment, preparation of reports, and responding to questions and inquiries from the public, City departments, and outside agencies; and does related work as required.

Distinguishing Characteristics

This position is distinguished from all other clerical positions in that it is assigned to the Office of the City Clerk and provides organization and maintenance of the City's Document Management System. The position requires specific well-developed records management skills related to the Office's activities, procedures, specialized rules, regulations and policies, including assessment, creation and management of various records, including, but not limited to, agreements, public records, election and conflict of interest filings. The work may include cross-training with one or more positions in the Office of the City Clerk.

Typical and Important Duties

1. Assists in the indexing and organization of all official municipal documents and records, including ordinances, resolutions and legislative actions in the City's records management and retention program.
2. Assists in preparation and coordination of Records Disposal forms and scheduling for disposal/retention in accordance with applicable policies and procedures.
3. Assists with updating the procedures manual for the City's Document Management System and Record Retention program.
4. Compiles information and data necessary for the preparation of various departmental reports in which judgment may be exercised in the selection of data and materials.
5. Performs difficult, complex, technical, and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills, and the ability to apply detailed knowledge of the activities and procedures specific to the Office of the City Clerk.
6. Files, maintains and retrieves documents, records and correspondence in accordance with established procedures.
7. Checks and reviews a variety of documents for completeness and accuracy.
8. Provides information to City staff, other organizations, and the public, which requires the use of judgment and the interpretation of policies, rules, and procedures.
9. Uses a variety of specialized automated business applications related to the Office of the City Clerk including preparing graphic materials, tracking documents and related information, processing public forms and filings, receiving and processing legal documents and departmental payroll.

10. Conducts special projects related to the Office of the City Clerk which includes researching and assembling information from a variety of sources, preparing reports, using spreadsheets and making arithmetic and statistical calculations.
11. Consults with the City Clerk and other Office personnel in order to ensure complete, up-to-date and accurate public records.
12. Serves in a relief or cross-trained basis in a variety of departmental assignments.
13. Abstracts information from records for statistical indexing and preparation of summary reports to the City Clerk and other departments as needed.
14. Prepares detailed and occasionally sensitive reports, forms and specialized documents related to the Office of the City Clerk.
15. Assists the City Clerk in compiling and tracking records and information.
16. Prepares and updates a variety of periodic and special narrative, accounting, and statistical reports.
17. Maintains, updates, and distributes materials related to Council procedures and policies.
18. Establishes and maintains office files; researches and compiles information from such files; purges files as required.
19. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate two-way radio or other department-specific equipment.
20. Processes mail: opens, time stamps, sorts, and distributes the incoming mail; prepares public notices and notification mailers, as needed.
21. May train others in work procedures.
22. Performs related duties and responsibilities as assigned.

Job-Related Qualifications

Knowledge of:

- Computer applications related to the work, including word processing, and spreadsheet applications.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Principles and practices of technical report and business letter writing.
- Principles and practices of customer service.
- English usage, spelling, punctuation and grammar.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.
- Principles and practices of record keeping and reporting.
- Electronic document management systems.
- Index system development.
- Document coding principles.
- Complex record-keeping principles.

Ability to:

- Act as the technical lead and provide technical coordination, training and mentoring to City staff to ensure offsite document storage compliance.

- Interpret and explain record management systems policies and procedures.
- Learn codes, regulations, policies, and procedures related to the Office of the City Clerk.
- Learn computer applications related to the work, including database and special software related to the public noticing function of the Office of the City Clerk.
- Perform technical, specialized, complex, and difficult office administrative work requiring the use of independent judgment.
- Interpret and implement policies, procedures and computer applications related to the Office of the City Clerk.
- Recognize and follow-up inconsistencies in records; analyze data, draw logical conclusions and submit reports.
- Compose reports independently or from brief instructions.
- Compile and maintain complex and extensive records.
- Review documents for completeness and follow appropriate steps for the retention of records, files and documents.
- Establish, maintain and research departmental files.
- Make accurate arithmetic calculations.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Prepare clear, concise, narrative and statistical reports.
- Use initiative and independent judgment with established procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Work with sensitive and confidential information.
- Recommend process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Learn and utilize job-related computer applications.

Skill in:

- Word processing and working with a variety of computer applications with sufficient speed and accuracy to perform assigned work.
- Entering and retrieving data into standard computer with speed and accuracy sufficient to perform assigned work.
- Managing electronic and hard copy records.
- Managing multiple tasks and deadlines.

Experience and Training

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

Experience:

Three years of records management or general clerical records-related experience and experience in dealing with the public. Experience in a City Clerk's Office is preferred. Experience with optical imaging and/or audio recording equipment is preferred.

Training:

Equivalent to graduation from high school, including or supplemented by courses in word processing, computer operation, and office practices. Six months of additional experience as described above may be substituted for the supplemental training.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- Possession of, or ability to obtain and maintain, a Notary Public certification within one year of employment.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35-pound boxes, files, and materials.

Work environment:

Work in a standard office setting. The position may require extended hours, off-shifts, or weekends.

Ability to:

Travel to different sites and locations.

Additional Information:

- Approved: November 2015
- Revised Date: November 2025
- Former Titles: None
- Abolished: N/A
- Bargaining Unit: Confidential Unit
- DOT: No
- Status: Classified/Nonexempt
- Job Code: O415