

Job Description

Records Technician

This is a highly skilled position in a fast-paced municipal office environment. This position provides clerical and administrative support to the Administration Department and requires frequent interaction with the general public, City staff, officials, contractors, and business owners.

This position requires proficiency in Microsoft Office products, basic clerical and recordkeeping skills, customer service, and the ability to process permits, licenses, records, and payments accurately and confidentially.

Position reports to the City Clerk and/or their designated representative.

Duties:

- Maintain strict confidentiality in performing duties involving City records and documentation.
- Receive, review, prepare, and process departmental documents including applications, correspondence, reports, and requests.
- Enter, update, maintain, and purge information in departmental databases, spreadsheets, and files.
- Process requests for records and reports; research and retrieve records; determine confidentiality and authorization in accordance with state law.
- Perform general customer service functions by answering phones, greeting and assisting customers and visitors, and responding to inquiries from the public, contractors, business owners, City staff, and officials.
- Provide accurate information regarding City services, policies, procedures, building permits, trade permits, and all City permitting requirements.
- Receive, review, process, and route permit and license applications; submit applications to the City Engineer for technical review and approval; monitor application status and communicate decisions or required corrections to applicants.
- Generate, issue, renew, and maintain business licenses in accordance with City ordinances.
- Prepare and maintain departmental files, correspondence, legal documents, and program records in compliance with records retention guidelines.
- Conduct searches and assist in locating missing or archived records and files as needed.
- Receive and process payments for permits, applications, licenses, taxes, and utility bills; balance cash drawer; prepare deposits and related reports.
- Type letters, reports, summaries, and correspondence; prepare reports related to productivity, records, and program statistics.
- Process incoming and outgoing mail; review invoices; make copies; sort, collate, distribute, and shred documents as required.

- Ensure compliance with applicable laws, policies, procedures, and safety standards.
- Communicate effectively with supervisors, coworkers, City officials, outside agencies, and the general public.
- Perform other related duties as required.

Qualifications:

- Graduation from high school or possession of a GED.
- Two or more years of experience in clerical or general office work.
- Ability to use and understand Microsoft Office products including Word and Excel.
- Experience with filing, records management, cash handling, and customer service.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with City employees, vendors, and the general public.
- Ability to handle confidential matters with discretion.