

LANCASTER COUNTY  
COUNTY RECORDS SPECIALIST II

#### NATURE OF WORK

This is responsible clerical work documenting, indexing, filing and retrieving departmental records and information.

Work involves assistance in maintaining the departmental web site, indexing and scanning County records and filing documents electronically. Work also includes accessing and maintaining historical files and records, assisting in developing and revising office protocols and procedures; processing mail and public requests for information; and performing a variety of physical and computerized filing tasks. General supervision is received from an administrative superior with work reviewed in the form of accuracy, promptness and compliance with office standards.

#### EXAMPLES OF WORK PERFORMED

Operate scanning equipment in order to index and file County documents; locate documents for City/County employees and the general public as requested; assist in developing and maintaining the departmental web site; perform physical and computerized filing tasks.

Assist the public in filing marriage licenses, partnerships, military discharges and tax protests; determine and collect appropriate fees; reconcile cash receipts on daily basis; prepare bank deposit statements; ensure proper documentation/validation prior to providing information; process incoming mail, obtaining and forwarding requested information; access and maintain historical files and records; screen and forward incoming telephone calls providing direct assistance when possible.

May prepare meeting room, equipment and materials for County Board and Board of Equalization meetings; may transcribe minutes and audio tapes, review documentation for necessary signatures, dates, seals and/or notaries and prepare follow-up correspondence per office protocols; may distribute completed meeting minutes.

#### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of modern office practices, protocols and equipment.

Considerable knowledge of personal computer systems including knowledge of building Internet web sites, HTML or similar languages.

Knowledge of records and information management systems and equipment.

Ability to prioritize work assignments and complete work per identified timelines.

Ability to index, file and maintain accurate records.

Ability to gather data, synthesize information and interpret and follow detailed instructions.

Ability to interact with the general public in a tactful and courteous manner through direct communication, telephone and mail contact.

Ability to communicate effectively both orally and in writing.

Skill in the operation of a computer, document scanner and related office equipment.

#### MINIMUM QUALIFICATIONS

Graduation from high school or equivalent supplemented by coursework in records management or computer science and six months of experience in managing public records or public information or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

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