# ASHEVILLE, NORTH CAROLINA

**Classification Specification**

## Public Records Officer
## Job Code: 1060
## FLSA: Exempt

## Purpose of Classification:

The purpose of this classification is to process requests for City documents and records.

## Distinguishing Characteristics:

This is a single level classification.

## Essential Functions:

*The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

Processes open records requests: receives and evaluates requests; determines availability and confidentiality of requested records in accordance with legal guidelines; acknowledges receipt of request; forwards request to appropriate department; and logs and tracks request in database.

Receives requested records from department staff: reviews records to ensure inclusion of requested information in accordance with legal guidelines; forwards records to requestor; and updates tracking database.

Processes requests for City emails: receives and evaluates requests; determines availability and confidentiality of requested emails in accordance with legal guidelines; adds request to email database and monitors queue; advises requester of estimated wait time; conducts search of email databases; downloads and exports emails; reviews emails for responsiveness and confidentiality; redacts information as appropriate; forwards emails to requestor; and updates tracking database.

Conducts training regarding open records requirements and guidelines: creates PowerPoint presentations and other training materials; and provides information to and answers questions from City departments regarding open records laws and guidelines as needed.

Receives notification of open records requests and responses from City departments; and logs and tracks requests in the database.

Implements policies regarding record provision and retention: and ensures activities comply with all records related federal, state, and local laws, rules, guidelines, policies, and procedures.

Communicates with supervisor, other City employees, attorneys, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, emails, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

## Additional Functions:

Performs other related duties as required.

## Minimum Qualifications:

High school diploma or GED is required; supplemented by one year of experience in processing records requests; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Specific License or Certification Required:** None.

**Specific Knowledge, Skills, or Abilities**: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

## Performance Aptitudes:

**Data Utilization**: Requires the ability to determine, calculate, tabulate, or summarize data/information, following a prescribed plan requiring the exercise of some judgment. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction**: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization**: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude**: Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude**: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning**: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

## ADA Compliance:

**Physical Ability**: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements**: Some tasks require the ability to perceive and discriminate colors sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors**: Essential functions are regularly performed without exposure to adverse environmental conditions.

*The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*