



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### INFORMATION AND RECORD CLERKS, ALL OTHER

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Information and Record Clerks, All Other-B	R4199B	35	
Information and Record Clerks, All Other-O	R4199O	40	
Information and Record Clerks, All Other-A	R4199A	45	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

All information and record clerks not listed separately.

#### Nature of Work

Information and record clerks perform professional and technical work planning, organizing, and managing a records management system. Work includes records administration, both manual and automated including acquisition, storage, maintenance, preservation and disposition of records according to legal requirements, and local area network administration.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Employees in this Role are responsible for a records management program of limited scope.
- Employees maintain a volume and variety of record types including microfilm and/or word processing systems.

#### Recommended Education and Experience for Full Performance

High school diploma or GED and one (1) year of work experience in customer service, records management techniques and procedures.

#### Minimum Qualifications

High School Diploma or GED.

#### Operational

- Employees in this Role are responsible for a highly controlled records management system that involves high volume and variety.
- Employees maintain a high degree of coordination between data processing and records management.

## INFORMATION AND RECORD CLERKS, ALL OTHER

### **Recommended Education and Experience for Full Performance**

High school diploma or GED and one and a half (1.5) years of work experience in customer service, records management techniques and procedures.

### **Minimum Qualifications**

High School Diploma or GED and three (3) months work experience in customer service, records management techniques and procedures.

### **Advanced**

- Employees in this Role are responsible for direction of a records management program and related research, personnel training, and fiscal activities.

### **Recommended Education and Experience for Full Performance**

High school diploma or GED and two (2) years of work experience in customer service, records management techniques and procedures.

### **Minimum Qualifications**

High School Diploma or GED and six (6) months work experience in customer service, records management techniques and procedures.

### **Knowledge and Skills**

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NETTM is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

#### **Knowledge**

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

#### **Skills**

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Time Management** — Managing one's own time and the time of others.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

INFORMATION AND RECORD CLERKS, ALL OTHER

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions,* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001                      **Revised:** 09/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*