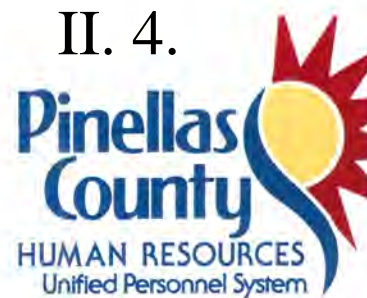



UNIFIED PERSONNEL SYSTEM

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Peggy Rowe
 Director

TO: The Honorable Ken Burke, Clerk of the Circuit Court

FROM: Peggy Rowe, Director of Human Resources 

SUBJECT: Audit of Four (4) Microfilm Equipment Operator Positions CCC/C212, 214, 215 & 216 (pay grade CL6, \$25,625-\$38,667) in the Records & Information Management Division within the Clerk of the Circuit Court

DATE: May 23, 2012

The Human Resources Department has reviewed the duties and responsibilities assigned the subject positions. The positions were last reviewed more than three years ago. Based on the review and analysis of the classifications and levels of the referenced positions, our recommendations follow.

OVERVIEW

The audit included a review of two sets of positions located at two separate records management offices with one classification allocated to all four positions.

RECOMMENDATIONS**I. UPWARD RECLASSIFICATIONS**

It is our finding that the duties and responsibilities being assigned to the following positions are not at the level of the current classification. It is therefore recommended that you either:

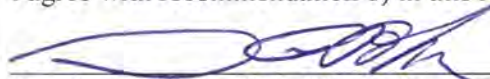
a) Assign duties and responsibilities to the level of the current classification,

or,

b) Request the Personnel Board reclassify the following positions as shown below without benefit of examination and serve a probationary period as is outlined in Personnel Rule IX.

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
CCC/C212	Microfilm Equip Oper	CL6	Records Spec 1	CL7
CCC/C214	Microfilm Equip Oper	CL6	Records Spec 1	CL7
CCC/C215	Microfilm Equip Oper	CL6	Records Spec 1	CL7
CCC/C216	Microfilm Equip Oper	CL6	Records Spec 1	CL7
(\$26,915-\$40,601)				

I agree with recommendation b) in this report.


 Ken Burke, Clerk of the Circuit Court

May 24, 2012

Date

RECOMMENDATIONS (continued)

I. UPWARD RECLASSIFICATIONS (continued)

ANALYSIS

These four positions are located in two locations and report to the Records Specialist Supervisor, (pay grade CL14). Each of the four position incumbents possesses multiple years experience performing clerical and technical records and information support at one or more department locations. Originally, the incumbents were placed in the Microfilm Equipment Operator classification because of the positions' principal purpose and preponderance of time centered on microfilming official documents. The microfilm operators used to devote major amounts of time microfilming and processing hard copy records received from departments and agencies. This is no longer the case. These incumbents in more recent years perform microfilming tasks on an infrequent basis, if at all. With the exception of a few operating entities that the department supports, microfilming of records processes have been converted from a microfilming process to electronic or scanning imaging processes. The positions are now assigned to assist with workload and perform tasks associated with general office support and customer file/record/document requests. The incumbents have been and can be transferred either permanently or temporarily to fill in as alternate to co-workers in their immediate offices or temporarily detailed to another location based on administrative plans and workload requirements. A single microfilm machine remains set-up for use at one office location for daily operation as compared to many in the past. The overall number of records and information management positions has been reduced. Microfilm assignments reduced as processes were converted and some personnel reductions took place. Remaining operators' responsibilities for customer service, clerical, and other technical tasks are now routine assignments for these incumbents. For example, the positions perform customer service and office support using the agency's more modern telephone, scanner, fax, email, and related support. The positions file, retrieve or dispose of files; assist with the records management phone bank; search records via computer; copy-fax-email records to requesters; redact files in accordance with regulations; certify documents; prepare reports; as well as compute and collect fees from customers. The time an incumbent performs these functions varies by position; however, each incumbent routinely performs and alternates with other records personnel in performing the aforementioned tasks. The nature and scope of responsibilities currently assigned to these positions is equivalent to the more independent, specialized, and broader range of work activities that includes customer service, data entry, processing, research, filing/locating documents, and redacting information from CCC records. The incumbents maintain, review, administer, and process a wide variety of official records and perform technical tasks handling requests and administering documents in accordance with policies and instructions implementing Florida Statutes and regulations. These incumbents' tasks and responsibilities are consistent with the higher level work associated with the Records Specialist 1, pay grade CL7 classification. An upward reclassification to Records Specialist 1 (Pay Grade CL7-\$26,915-26-\$40,601) is recommended.

II. CLASS SPECIFICATION

DELETION

It is recommended that the Microfilm Equipment Operator class specifications be deleted from the Pay & Classification Plan.

RECORDS SPECIALIST 1

Job Code	Pay Grade
18690	CL7

Nature of Work

This is specialized clerical work which may require, depending upon the area of assignment, data entry, processing, research and filing of a variety of legal documents performed in an automated work environment. The areas of assignment may be in various departments under the Clerk of the Circuit Court. An employee in this class reviews and processes a wide variety of official records and/or legal documents in accordance with Florida Statutes and other pertinent legal authorities. Decisions are made within established guidelines and procedures. The position reports to a supervisor or designee.

Minimum Qualification Requirements

- 1 year experience in clerical work which may include 1 year customer service experience; or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Performs typing/data entry, reviews and processes a variety of legal documents.
- May provide information and services to the general public and respond to inquiries and requests from attorneys, litigants and the court.
- Performs file management and inventory control tasks.
- May perform a variety of tasks related to an automated office environment.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Basic knowledge of the Florida Statutes, Rules of Court and regulations pertinent to area of assignment.
- Knowledge of legal terminology, grammar, spelling and math.
- Knowledge of record keeping practices and procedures.
- Knowledge of automated office equipment, practices and procedures.
- Skilled in the operation of automated office equipment.
- Skilled in the application of quality customer service.
- Ability to follow instructions in accordance with laws, regulations and procedures.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to type with reasonable speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
6/12	Administrative Support	Classified