JOB DESCRIPTION

Position Title: Records Assistant

Date: October 26, 2026

FLSA Status
Non-Exempt

Summary Statement of Overall Purpose/Goal of Position

As a member of the Administration Department, under the supervision and direction of the HR Manager, supports the effective management, storage, retrieval, protection and disposal of Metro Water records. This role assists in ensuring that documents are accurately filed, maintained in compliance with Utah general retention schedules, and easily accessible to authorized staff. The Records Assistant works closely with internal departments to facilitate smooth information flow and uphold the integrity of Metro Water's records management system.

Essential Duties

- Organizes, catalogs, and maintains both physical and electronic records according to state retention schedules and policies.
- Performs accurate and timely filing and retrieval of records, including maintenance of filed records and maintaining organization of physical records systems.
- Assists in the implementation and upkeep of records management systems, databases, or document management platforms.
- Monitors records for retention deadlines and coordinates timely archiving or destruction in compliance with state retention schedules.
- Assists in gathering records in response to public records requests under the Government Records and Access Management Act (GRAMA).
- Scans weekly accounts payable checks and electronic payments and prepares checks for mailing.
- Retrieve, distribute, and track records requested by staff in a timely manner.
- Help identify and resolve inconsistencies, missing information, or misfiled documents.
- Performs quality control of processed documents, including documents processed by other employees.
- Coordinates procurement postings and openings on state website.
- Ensures proper handling, storage, and confidentiality of sensitive and confidential documents.
- Establishes and maintains Standard Operating Procedures for the Records Assistant position as well as staff responsible for input of records into the records management system.

Marginal Duties

- Provides general administrative support to the HR Manager as needed.
- Supports general administrative functions such as receiving and routing incoming calls, preparing outgoing mail and correspondence, greeting visitors, and distributing incoming mail as needed.
- Undertakes special projects and assignments as directed.
- Performs other related duties as assigned.

Minimum Qualifications

Education and Experience: High school diploma or equivalent and two years' experience or training in office administration, business, or records management.

Certifications and Licenses: Valid state driver's license. Records and Information Management Essentials certification (obtain within one year of hire).

Knowledge

- Personal computers along with software such as e-mail, appointment schedules, word processing, spreadsheets, and presentations.
- Records management principles and filing systems.
- Utah records retention schedules and public records request procedures.
- Administrative and office procedures and systems.
- Basic knowledge of Metro Water department functions/operations.
- Basic knowledge of Metro Water Policies & Procedures Manual.
- Administration Department standard operating procedures.

Abilities/Skills

- Use Adobe Acrobat, office productivity (word processing, spreadsheets, collaboration, presentation), work management, and document management systems or software proficiently.
- Strong organizational, prioritization, time management, attention to detail skills, and ability to maintain accuracy of data.
- Use good personal judgment and discretion in performing all job functions.
- Effective communication skills and interpersonal skills.
- Show initiative in learning new skills and improving workflows.
- Handle confidential information with discretion and professionalism.
- Work collaboratively across departments and openly share knowledge to improve processes, strengthen communication, and achieve organizational goals.
- Operate basic office equipment.
- Work independently within established guidelines and procedures.
- Follow instructions and directions from others.
- Comply with proper health and safety practices, rules, and regulations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is continuously required to: sit, talk, hear and perform repetitive wrist, hand, and/or finger movements.

The employee is frequently required to: stand and/or grasp.

The employee is occasionally required to: feel the attributes of objects, push, walk, reach with hands/arms, stoop, kneel, crouch, drive, climb and/or balance.

The position involves lifting and/or exerting force as follows:

Continuously (over 67%):	1 to 5 pounds
Frequently (34% to 66%):	6 to 10 pounds
Occasionally (2% to 33%):	11 to 15 pounds
Rarely (less than 2%):	16 to 75 pounds

Specific vision abilities include: Clarity of vision at 20 feet or more and 20 inches or less. Three-dimensional vision or the ability to judge distance and spatial relationships. Identify and distinguish colors and adjust the eye to bring an object into sharp focus. Ability to see up and down or left to right while fixed on a point.

Concentrated attention required during a typical workday in order to accomplish the essential duties of this position.

Working Conditions

Normally, working conditions are comfortable with light physical activity in an office environment. Travel to and from various Metro Water sites and other locations may be required. Frequent exposure to stress as a result of human behavior and the demands of the position.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.