

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

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| Classified Title: Records Analyst II | Working Title: Records Analyst |
| Class Code: 7481 Salary Group: B17 | Position #: 00041681 |
| FLSA Status: Non-Exempt | EEO Category: Non-Exempt |
| Division: Agency Operations | Supervisor: Central Records Supervisor |

GENERAL DESCRIPTION

Perform complex administrative and technical support work related to records and information management. Work involves processing electronic and paper filings received as official records and responding to inquiries from the public and staff concerning PUC filing procedures. Serve as back up to other Records Analysts and Mail-Room functions in Central Records. Work under general supervision, with moderate latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS

- Serve as primary point of contact for Central Records, including responding to questions regarding filing, Control Numbers, reports, and forms.
- Assist utility representatives, staff, and the general public in person, by telephone, or via email with issues related to records and PUC filing guidelines and procedures.
- Examine and review agency forms, procedures, and reports for compliance with PUC filing requirements and update instructions and Control Numbers on a regular basis.
- Process requests for new Control Numbers and assign via Agency Interchange System (AIS).
- Monitor and ensure that all filings received meet all PUC filing guidelines.
- Perform data entry and verify accuracy of daily filings into AIS.
- Provide customer support for the Agency Interchange System for non-technical questions.
- Receive, evaluate, and resolve customer service concerns.
- Monitor compliance with records retention requirements, laws, regulations, and policies and procedures for Central Records.
- Evaluate documents for compliance with federal and state privacy laws prior to Central Records processing.
- Serve as primary backup for processing payments and receiving mail.
- Train other employees to serve in a back-up capacity.
- Perform other Central Records functions in a back-up capacity during times of peak workload.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the PUC's mission and core values.
- Adhere to all PUC personnel policies and division procedures and perform other work as assigned.

MINIMUM QUALIFICATIONS

- Graduation from High School or GED equivalent; and
- Two (2) years of full-time experience in an office environment performing administrative support duties related to records and information management.

PREFERRED QUALIFICATIONS

- Records management experience with a state government agency.

KNOWLEDGE, SKILLS AND ABILITIES

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Skill in the use of a computer and applicable software.

- Ability to research, analyze, and evaluate data and information to formulate conclusions and communicate guidance verbally or in writing; to apply standardized information management strategies and procedures to unusual or critical situations.
- Working knowledge of accepted business practices and administrative procedures.
- Skill in managing work time efficiently to complete multiple assignments within designated time periods.
- Skill in using effective written and verbal communication to convey information in a clear and concise manner.
- Ability to produce a high volume of quality work under short deadlines.
- Ability to consistently meet internal and external customer needs and expectations in a professional manner.
- Ability to establish and maintain effective working relationships with co-workers, agency staff, and management.
- Ability to attend work regularly and adhere to approved work schedule.

WORK SCHEDULE

The PUCT operates on a standard work schedule of Monday through Friday, 8:00 a.m. to 5:00 p.m. Employees have the opportunity to submit a request for an Alternative Work Schedule, which may include modified hours or a remote or hybrid work schedule.

Alternative Work Schedule requests will be reviewed on a case-by-case and approved based on the specific requirements of the role and the business needs of the Commission.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made, if needed, to enable individuals with disabilities to perform the essential functions.

This position primarily involves sedentary office work. It requires extensive use of computers, copiers, printers, and telephones, and necessitates communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and the knowledge, skills, and abilities needed for the role, including the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or secure telework space and requires:

- Regular and punctual attendance.
- Frequent use of personal computers, copiers, printers, and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting of objects up to ten (10) pounds.