

## **RECORDS MANAGEMENT COORDINATOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVE**

Under general direction, coordinates, oversees, and participates in the administration and implementation of the Citywide Records Management Program; performs a wide variety of difficult and specialized duties related to the maintenance of City-wide records, including reference retrieval and disposal activities in the City's Enterprise Content Management system, Laserfiche; acts as liaison between user departments and the City Clerk's office including training other departmental staff on records management; act in the absence of the City Clerk as requested, and performs related duties as assigned. This position reports to the Administrative Services Director.

### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all these tasks and/or may perform similar related tasks not listed here:*

Assists the City Clerk and Administrative Services Director with the administration, organization, and coordination of the Citywide Records Management Program in accordance with legal requirements and assists in establishing city-wide records management policies and procedures; sets up and attends meetings with staff, departments, partner agencies, and the public.

Uphold records retention schedules promulgated by the Washington Secretary of State and oversee the implementation of policies, procedures, and manuals for records management, and vital records protection and preservation in support of those schedules; facilitates citywide records related meetings.

Provides staff guidance in establishment of file categories; to include cross-reference indexing, in compliance with mandated records retention schedules; develops and maintains records management procedures for use by all City departments.

Coordinates, oversees, and assists with the safekeeping of City records by purging, dispositioning, imaging, transferring to the State Archives for permanent storage (including historical records); ensuring the preparation and retention of permanent destruction logs city-wide.

Conducts staff training about Laserfiche capabilities and workflows; utilizes continuous improvement tools to create forms and processes for City records; builds workflows and forms as needed/requested by City departments.

Serves as a Laserfiche Application Specialist and Coordinator in collaboration with Information Technology staff; works to address the document retention, sharing and business process needs of departments throughout the City through the Laserfiche platform; meets with city staff to evaluate plan and implement Laserfiche driven solutions to business needs; assists and trains users on the platform and champions involvement and ownership over developed solutions; prepares documents for scanning and indexing, ensuring the OCR of all essential and permanent departmental documents; provides staff training for all records management software implementation and assists departments on continuous improvement processes.

Assists with content, information/document input, quality control, and hardware/software maintenance.

Engages customers and the public with solving routine to non-routine problems.

Conducts research and prepares reports, and other necessary correspondence.

Ensures records management functions remain operational during emergency situations.

Assists staff to prepare for governing, and other public, meetings – notices, materials and minutes per all statutory requirements.

Supports the public records request process.

### **AUXILIARY FUNCTION STATEMENTS**

Perform a variety of general clerical and office duties in support of the assigned area; answer phones, operate office equipment, provide backup support in the absence of other staff as needed.

Provide customer service over the phone and in person.

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Public records laws including RCW 42.56 Public Records Act and RCW 40.14 Preservation and Destruction of Public Records.

Records management systems, techniques and technology, including the procedures and legal requirements necessary to maintain, archive, preserve, and protect municipal records.

Technology applications relevant to records management.

Principles and practices used in the development of department-specific records retention schedules.

Continuous improvement process best practices.

Modern office procedures, methods, and equipment including computers and computer applications such as: word processing, spreadsheets, and statistical databases.

Structure, operation, policies and objectives of municipal governments.

Interpersonal skills using tact, patience and courtesy.

Structure, organization and inter-relationships of city departments, agencies and related governmental agencies and offices affecting assigned functions.

Effective oral and written communication principles and practices to include public relations and public speaking.

Program/project management techniques and principles; research methods and report preparation and presentation.

English usage, spelling, grammar and punctuation; principles of business letter writing.

#### **Ability to:**

Implement goals, objectives, policies, and procedures for providing citywide records management functions.

Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities, as well as all applicable federal and state codes and regulations.

Learn to correctly interpret and apply general administrative and departmental policies and procedures, while maintaining highly sensitive and confidential information.

Effectively operate office equipment, computers and supporting software applications including word processing, spreadsheet, database applications, and specialized programs related to records management.

Learn and apply new information and skills, while understanding and carrying out oral and written directives professionally.

Enter data at a speed necessary for successful job performance, establish and maintain a variety of files and records in an organized manner in order to meet flued priorities and deadlines.

Prepare routine correspondence and memoranda which clearly and concisely communicates information in a professional and effective manner.

Work under pressure with frequent interruptions and a high degree of public contact by phone and in person, while responding tactfully, clearly, concisely, and appropriately to inquiries from staff, residents and other agencies; maintaining effective working relationship with anyone contacted in the course of work.

Respond and perform assigned duties in the event of a City declared emergency.

### **EDUCATION AND EXPERIENCE GUIDELINES**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Education:**

Equivalent to the completion of an Associates degree in finance, public administration, records management, business administration or a related field.

#### **Experience:**

Four years of increasingly responsible records management or administrative support experience in a government agency.

#### **Required Licenses or Certifications:**

Laserfiche Certification is desirable.

Certification as a Certified Records Manager (CRM) is desirable.

Valid State of Washington Driver's License.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office environment; exposure to computer screens; constant interruptions.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard. Ability to lift/carry or otherwise transport up to 20 lbs.

**Vision:** Visual acuity to read and understand a variety of materials including computer screens.

**Other Factors:** Hearing, speaking or otherwise communicating to exchange information in person or on the phone and in public meetings on audio equipment. Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings. May be in contact with angry and/or dissatisfied citizens.

2021 Salary Scale

Position							
	1	2	3	4	5	6	7
Records Management Coordinator	5489	5653	5823	5998	6178	6363	6554