

**ESQUIMALT POSITION DESCRIPTION****EFFECTIVE DATE: JUNE 2022**

Pos. No: 475

Approved by: Director of Corporate Services and HR

<b>Position Title:</b>	Records Coordinator
<b>Department/Division/Section:</b>	Corporate Services

**POSITION FUNCTION**

Reporting to the Manager of Corporate Services, the Records Coordinator is responsible for coordinating the ongoing administration, implementation, and maintenance of the Township's records management system (RMS) in accordance with applicable records classification and retention schedule (RCRS), and associated policies.

**KEY DUTIES**

Coordinates the successful implementation of the Township's paper and electronic records management programs by providing guidance, advice, and training to the administrative support staff in each department responsible for records management.

Provides advice and recommends changes to the Township's LGMA-based classification system; reviews records and determines appropriate retention according to legal, fiscal, historical, and operational standards; identifies and resolves classification errors.

Analyzes departmental work practices, workflow, and records requirements and recommends appropriate corporate records classification, retention schedules, and security groups.

Undertakes regular audits to ensure organizational compliance with established policies and procedures and participates in project work related to the development and implementation of improved methods and procedures.

Empowers others through leadership, communication, and training to maximize understanding and support of the records management program. This includes developing training materials, and assisting in organization-wide training sessions on records management related topics.

Works with stakeholders to ensure continued understanding of business needs so that the records management program aligns departmental needs with corporate objectives.

Identifies when technological, business, or organizational changes will have an impact on the records management program.

Assists with the development of policies and procedures for effective records management practices.

Assists departments with the accurate transfer and/or migration of electronic records in various drives to designated locations and updating location of records in RM database.

Assists and trains users on the transfer of paper records to off-site storage and with re-calling of off-sited records.

Tracks statistics and prepares reports regarding the RM program.

Performs routine information searches.

Assists with customer service duties as required for the various functions of the Corporate Services department (e.g., reception support, receiving application and complaint forms).

Performs other related duties as requested.

**INDEPENDENCE**

Records management work is generated by departmental needs and is assigned by supervisor.

Work is reviewed through discussion with supervisor.

Issues such as major RMS or RCRS changes are discussed with supervisor.

## **WORKING CONDITIONS**

### **Physical Effort:**

Move files, documents, materials, and retrieve records. (frequent)

Sit with arms unsupported while keyboarding. (frequent)

Repetitive motions while performing low speed data entry. (occasional)

### **Mental Effort:**

Short periods of intense concentration while conducting research and writing reports and proposals. (frequent)

Short periods of intense concentration while dealing with telephone counter and staff/public requests. (frequent)

### **Visual/Auditory Effort:**

Focus on printed material, source data, and computer monitor for short periods. (often)

Short periods of listening with intense concentration to questions at the front counter and on telephone. (frequent)

### **Work Environment:**

Office.

## **KNOWLEDGE, KEY SKILLS, AND ABILITIES**

Promote, incorporate and role model the Township's core values into all program activities:

Accountability – we are transparent and take responsibility for our policies, our decisions and our actions.

Integrity – we practice high standards of ethical behaviour and open communication that inspires trust.

Respect – we value people and treat everyone with dignity and fairness.

Service Excellence – we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.

Passion – we approach our work with conviction and enthusiasm.

Sound knowledge of the principles, best practices, and legislative requirements of records management and knowledge of the Local Government Management Association (LGMA) Records Management System.

Sound knowledge of the legislative requirements relating to the retention of records in local government (e.g., *Community Charter*, the *Local Government Act*).

Working knowledge of the *Freedom of Information and Protection of Privacy Act*.

Knowledge of the principles and techniques involved with records life-cycle management.

Strong communicator with the ability to build relationships with a diverse group of stakeholders to obtain and provide information and achieve objectives.

Ability to provide clear verbal and written answers to complex reference enquiries; and to provide accurate information concerning departmental rules and regulations.

Organized with a creative approach to problem solving and efficient prioritization of projects and requests for service.

Understanding of appropriate records storage methodologies to ensure the preservation of official corporate records.

Ability to provide advice and assistance to user departments regarding the records management system and related records retention requirements.

Proficient computer skills in operating a networked computer and various software programs (e.g., MS Office suite, Adobe suite, etc.), records management software program (e.g., TAB FusionRMS) and website content management systems.

Knowledge of current office administration practices and experience operating various office equipment.

Ability to work independently.

## **QUALIFICATIONS**

### **Formal Education, Training, and Occupational/Professional Certification**

Completion of Grade 12.

Post-secondary certificate or courses in Records and Information Management (RIM), or Library Studies, or equivalent combination of experience and education.

### **Experience**

Direct experience working in the records management field with demonstrated knowledge of electronic records and information management processes, preferably in municipal or other government; or, an equivalent combination of related education and experience.

## **OTHER**

Length of time to become familiar with job duties and responsibilities: 6 months.