

## ESQUIMALT POSITION DESCRIPTION

Pos. No: 475

**EFFECTIVE DATE: FEBRUARY 2023**

Amended:

Approved by: Director of Corporate Services and HR

<b>Position Title:</b>	Records, Information, and Privacy Coordinator
<b>Department/Division/Section:</b>	Corporate Services

### POSITION FUNCTION

Reporting to the Manager of Corporate Services, the Records, Information and Privacy Coordinator is responsible for 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, providing support to the privacy management program implementation, compliance, and audit; and intaking and processing records access requests in accordance with FIPPA, providing advice to staff on FIPPA, and assisting in the development of related policies and procedures in collaboration with the FOI Head.

### KEY DUTIES

Coordinates the successful implementation of the Township's records management programs by providing technical guidance, advice, and training to the administrative support staff in each department responsible for records management and communicates new procedures and standards to municipal staff.

Assist in the implementation and administration of the Township's privacy management program.

Intake access for records requests; consult with applicants to clarify the request, identify, search, locate, and retrieve responsive records; prepare and communicate fee estimates; and prepare records for review and disclosure.

Ensure compliance with legislated requirements for records management, FOI requests, and privacy program.

Assist staff in other municipal departments in search methods and locations and identifying sensitive information.

Administer policies and procedures respecting the collection, use, and disclosure of personal information; and monitor and review information privacy protection practices, identify and report deficiencies, and make recommendations to the Head for improvements.

Research and interpret legislation to support recommendations to the Township's Head, including reviewing Office of the Information and Privacy Coordinator (OIPC) Orders and guidance documents.

Assist in the preparation of materials to support the Township's response to a privacy or access complaint to the OIPC or Ombudsperson.

Develop, review, and revise in-service training programs on records, information, and privacy management in collaboration with the Corporate Officer.

Provides advice and recommends changes to the classification system; reviews records and determines appropriate retention according to legal, fiscal, historical, operational standards; identifies and resolves classification errors and provides training to new users.

Work collaboratively with the Township's Privacy Team to coordinate, organize and track FOI requests and Privacy Impact Assessment (PIA) file status.

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

Assists departments with the accurate migration of records across electronic systems.

Track statistics and prepare reports as requested.

Performs routine information searches.

Assists with customer service duties as required for the department.

Performs other related duties as requested.

### **INDEPENDENCE**

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

Provides administrative service for FOI requests for handoff to supervisor.

Privacy support is provided as requested by departments.

Work is reviewed by supervisor.

Non-routine matters are discussed with supervisor.

Regular audits and reviews are to be initiated by the incumbent with identified issues to be escalated to the supervisor for direction.

### **WORKING CONDITIONS**

#### **Physical Effort:**

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

Sit with arms unsupported while keyboarding (frequent).

Repetitive motions while performing data entry (occasional).

#### **Mental Effort:**

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

Focus on printed material, source data, and computer monitor for long 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.

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

Working knowledge of the *Freedom of Information and Protection of Privacy Act*, *Local Government Act*, and the *Community Charter* respecting records, information and privacy management.

Strong communicator with the ability to build relationships with a diverse group of stakeholders to obtain and provide information and achieve objectives, and to explain technical information in a simple manner to customers.

Ability to work independently.

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

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., TabFusion) and website content management systems.

Experience operating various other office equipment.

## **QUALIFICATIONS**

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

Post-Secondary courses in Records and Information Management (RIM), Library studies, Public Administration, Archival Studies, Law, or related discipline.

### **Experience**

Two years of related experience working in the Records, Information and Privacy Management field with demonstrated knowledge of electronic records and information management processes, preferably with municipal or other level of government experience.

An equivalent combination of related training and experience may be considered.

Experience with computer-based applications including word processing, database, web applications and Adobe Acrobat.

## **OTHER**

No special licences or certifications required.

Length of time to become familiar with job duties and responsibilities: 9 months.