

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: RECORDS COORDINATOR/DEPUTY CITY RECORDER

GENERAL FUNCTION:

Under general supervision of the City Recorder, coordinates and maintains the City-wide official records management program, imaging and records systems, and document retention, storage, and retrieval systems; evaluates department business and individual user's job responsibilities to configure, build and implement customized procedures for processing or scanning; creates workflows for departments or individual staff; provides information to the public and staff requiring knowledge of department services, policies, and procedures; provides assistance for a wide variety of assignments related to the administration of contracts and department programs; and provides technical, complex, specialized, and confidential office administrative support to the City Recorder, Assistant City Manager, and the City Manager; acts for the City Recorder on a relief basis and performs related work as required.

CLASS CLARIFICATION:

This is a represented confidential position that is directly responsible for the coordination and maintenance of the City's official computerized and manual records management systems. Responsibilities include assisting with developing, implementing, and maintaining policies and procedures of records management systems, providing relevant information for City employees and the public. Employee is expected to work independently and exercise a high degree of independent judgment, tact, and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

DUTIES AND RESPONSIBILITIES:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

- 1) Contribute to a positive work environment. Maintain positive relationships with contacts specific to them and with persons outside the City organization.
- 2) Assist other City departments in the posting of public notices and meetings.
 - i) Assists in the application of public meeting law for the scheduling of meetings and in providing proper notice in accordance with the City Charter and applicable state law.
- 3) Serve as Oregon Notary.
- 4) May provide front counter service to the public with general information about the City Charter, Ordinances, Resolutions and City Council agendas and other City activities.
- 5) Maintains computerized and manual records management systems for the City's official documents, including the on-going process design, implementation, and management of the City-wide ORMS.
- 6) Directs the development, implementation, and maintenance of policies and procedures for the recording, indexing, filing, and retrieving of active documents and the storage of inactive documents; assists in developing a work plan for the records management function.

- 7) Reviews and updates the City-wide records retention schedules and vital records, including working with outside agencies and staff to inventory records; updates retention schedule to reflect current legal requirements; provides for and administers the appropriate destruction of records.
- 8) Coordinates requests for public records submitted within specific deadlines regulated by the State including receipt of request, distribution of request, and research; compiles and prepares for the release of the documents requested; provides files or photocopies, as well as schedules and coordinates for review of records.
- 9) Coordinates the creation, maintenance, retrieval, protection, retention, and destruction of all records in accordance with City policy and legal, financial, governmental, and historical requirements.
- 10) Maintains complex databases for tracking department projects, inventory of on-site and off-site records and other operational needs.
- 11) Participates in development of training materials, and assists in departmental and organization-wide training sessions on records management related topics and e-mail/internet policy.
- 12) Has the responsibility to communicate the City's policies and procedures pertaining to the distribution of proprietary and confidential City information and documentation to the public, including the Identity Theft Protection Act and the City's policies and procedures regarding safeguards to ensure security, confidentiality, and integrity of information.
- 13) Responds to citizen and staff inquiries and complaints; serves as liaison to all departments on records management related issues.
- 14) Designs business processes and work flow strategies for the maintenance, access and retrieval of data; defines data rules and relationships, and develops methods for quality control of the records management system.
- 15) Evaluates existing program performance and recommends improvements to operational performance and security to ORMS or necessary support individuals
- 16) Facilitates and coordinates security user access controls. Develops and implements automated processes.
- 17) Acts as point of contact for the day-to-day operations of the electronic records management system; troubleshoots system problems; facilitates the resolution of system failures, and when necessary, contacts vendor representatives or Information Technology Division to resolve issues.
- 18) Evaluates department business needs and individual user's job responsibilities to configure, build, and implement customized department process to maximize efficiency;

19) Customizes and maintains web link; publishes documents; creates custom search forms and links to URLs.

20) Performs other duties as assigned.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of educations, training and experience may be considered)

1) Job Preparation:

a) Education:

- i) The position requires five years of successful experience in a position of increasing responsibility related to records management and office administration. Advanced Degree a plus.
- ii) Requires intermediate to advanced knowledge of personal computer software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, desktop publishing, web page editing, and data entry into custom databases and records management software.
- iii) Advanced knowledge of business English composition, proof reading, spelling, punctuation, grammar and usage.
- iv) Possession of or ability to obtain designation as a Notary Public in the State of Oregon at time of appointment.
- v) Certification as a Certified Records Manager (CRM) or Certified Municipal Clerk (CMC) is desirable.

b) Knowledge:

- i) Principles and practices of records management including records retention laws.
- ii) Manual and electronic records management systems.
- iii) Methods and techniques of document indexing and coding.
- iv) Applicable Federal, State, and local laws, codes, and regulations.
- v) Principles and practices of data collection and report preparation.
- vi) Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- vii) Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

c) Abilities:

- i) Work effectively with the public, vendors, contractors and City staff in person and over the telephone.
- ii) Provide a high level of customer service to the public and City staff in person and over the telephone.
- iii) Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.

2) Supervision:

Work is performed independently with the City Recorder providing general direction and supervision.

3) Communication:

This position requires communication with City staff and requires extensive and professional level communication with the general public at the front counter, on the telephone, and when answering e-mail correspondence. Position may communicate with agencies and organizations outside the City.

4) Cognitive Functions:

Supervision is indirect. Goals, projects and issues are discussed and assigned. The employee is responsible for developing and implementing a suitable approach.

Written guidelines and policies including state mandates are available. They are frequently general, in nature, and require significant interpretation.

5) Working Conditions:

This position routinely works normal business hours, but may be required to attend night meetings. Most work time is spent in an office environment.

6) Resource Accountability:

This position is responsible for City owned computer equipment. May be responsible to arrange for facilities and procure supplies and/or food for various meetings or special events.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date