CITY OF BEAVERTON
Records Management Specialist

General Summary

Assist Records Manager in managing the citywide records management and public records programs by analyzing, designing, developing, implementing and maintaining cross-departmental records and information management projects with an emphasis on projects involving electronically stored information and software applications. Provide technical support and training to City departments on records management and public records processes and perform related duties as assigned.

Key Distinguishing Duties

This single-incumbent classification works under the general direction of the Records Manager with responsibility to administer cross-departmental records and information management projects and to analyze the records management and public records processes to identify, recommend and implement improvements and modifications.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Assist Records Manager in implementing electronic records and information management systems and managing records in accordance with state archival policies and procedures. Contribute to citywide deployment and implementation of the City's electronic records management system (ERMS). Develop training materials and train City employees in the ERMS. Verify data integrity of ERMS through audits. Test and validate completeness of indexing and image quality of city records and documents.

2. Work with the Information Systems staff to ensure ERMS and database reliability, accessibility and integrity; perform scanning hardware and software troubleshooting and resolve or participate in problem identification and resolution. Participate with Information Systems staff in the installation, upgrading and testing of ERMS and scanning software. Research, compile, analyze and summarize information for reports that include statistical analysis, charts and graphs. Analyze, design, develop, and implement work flows to respond to internal and external public records requests.

3. In consultation with the Records Manager and in compliance with public records law and City policy, respond to or coordinate the response to specific public records requests. Provide assistance to the public by helping to identify records and information relevant to a request. Ensure timely response to all public records requests and communicate in writing with any requester in cases of unusual requests that may cause delays in obtaining all requested information. Justify any nondisclosure and/or ensure redaction of any portions that are exempt from the mandate of the public records law.

4. At the direction of the City Attorney or an Assistant City Attorney, and working with Information Systems staff, collect and preserve electronically stored information as required by legal notices, subpoenas and discovery requests.

5. Participate in department/division/section operational processes including procedure development and implementation.

6. Provide excellent internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.

7. Produce an acceptable quantity and quality of work that is completed within established timelines.

8. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.

9. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.

10. Participate in the City Emergency Management program including classes, training sessions and emergency events.

11. Follow standards as outlined in the Employee Handbook.

12. Support and respect diversity in the workplace.

Other Functions

1. Provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- Advanced knowledge of design and maintenance of electronic document management and/or records management systems.
- Advanced knowledge of processing records for all media, including microfilm, audio, digital and electronic formats.
- Advanced knowledge of operating procedures of Windows 7 or equivalent platform.
- Working knowledge of procedures used in implementing legal guidelines, regulations, laws, and procedures governing the confidentiality, security, and administration of records and information.
- Working knowledge of disclosure and non-disclosure rules concerning public records.
- Working knowledge of principles and practices of employee training.
- Working knowledge of principles and practices of public/business administration and decision making.
- Working knowledge of business continuity and disaster recovery planning.

- Working knowledge of strategic planning methods with emphases on services related to office management.
- Basic knowledge of public purchasing and contracting laws and regulations.
- Basic knowledge of human resources management practices.

Skills/Abilities Required

- Skill in advanced administration of information and electronic records management.
- Skill in conceptual analysis and comprehensive policy/program development and implementation.
- Skill in developing and conducting needs assessment analyses.
- Skill in evaluating and making recommendations on records management, document management and related technologies and upgrades as necessary.
- Skill in designing and delivering customized training.
- Ability to make presentations and develop reports that include technical information.
- Ability to develop and deliver clear and concise communication.
- Ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- Ability to maintain confidentiality while maintaining critical and sensitive information, records, and reports.

Minimum Qualifications Required for Entry

Associate's degree in information or records management, business, public administration, or related field and two years' increasingly responsible experience in administering an electronic records or document management system; or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; frequent bending, stooping and reaching; occasional standing for prolonged periods; occasional travel to local off-site locations; occasional operation of a motor vehicle on public roads; may require lifting, pushing, pulling or carrying up to 30 lbs.

Classification History

Classification created: 01/2013

Status: SEIU
FLSA: Non-exempt

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Department Head Signature	Human Resources Signature
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Date	Date