

# CITY OF BEAVERTON RECORDS MANAGER

## General Summary

Administer the Records Management program for the City and supervise Records Management staff.

## Key Distinguishing Duty

Overall responsibility for managing programs and staff of the section including hiring employees, responding to grievances and overseeing the disciplinary process as needed. Coordinate records management throughout the City.

## 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. Manage the records division operations and supervise staff to ensure City goals and objectives are met. Develop, review, approve and implement section work plans, time lines, services, policies, procedures and reports. Set performance standards and monitor progress to ensure objectives are met. Make hiring decisions. Provide opportunities for developmental training and performance coaching employees. Conduct performance evaluations. Respond to employee grievances and oversees disciplinary processes according to collective bargaining agreement and City policy.
2. Serve as a member of the Mayor's office management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
3. Plan, direct and administer all activities related to physical and electronic records management for the City. Plan, coordinate and manage projects and processes related to the management of city records and electronic information systems. Develop policies and procedures, and train staff to manage physical and electronic records.
4. Oversee archiving efforts for all City departments. Ensure departments are following archiving policy and procedures.
5. Develop policies and procedures for the collection, storage and access to confidential records.
6. Serve as administrator and technical manager for the physical and electronic records management system. Supervise scanning of recorded documents and maintain electronic tracking system. Monitor progress to facilitate the design, development, implementation and maintenance of records in accordance with state law. Research records requests for

citizens and staff. Develop City archiving and records requests policies and procedures, Maintain records archives facilities, review and approve destruction requests and maintain a file of certifications of destruction. Review, recommend and implement new records management software to meet City needs. Meet with vendors and consultants.

7. Prepare request for proposals for projects and services related to records management to ensure contract requirements are met. Participate in the selection process and management of the awarded contract.
8. Manage City email boxes, review messages and direct to appropriate department for follow up and response as necessary.
9. Coordinate with Emergency Management a disaster recovery program for all city records.
10. Prepare, recommend and monitor section budget. Provide explanation of variances.
11. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
12. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public
13. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
14. Represent the Mayor's Office and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
15. Provide employees with basic job training and safety instruction. Actively supports safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
16. Produce an acceptable quantity and quality of work that is completed within established timelines.
17. Follow standards as outlined in the Employee Handbook.
18. Participate in the City Emergency Management program including classes, training sessions and emergency events.
19. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

## **Other Functions**

1. Serve on or 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**

- ◆ Expert knowledge of City Records Retention Schedule.
- ◆ Expert knowledge of disposition for permanent records.
- ◆ Expert knowledge of processing for all media of records, including microfilm, audio, digital and electronic formats.
- ◆ Expert knowledge of records information management theory and organization practices
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Expert knowledge of English grammar and usage.
- ◆ Advanced knowledge of practices and principles of office management.
- ◆ Advanced knowledge of business continuity and disaster recovery planning
- ◆ Working knowledge of human resources management practices.

### **Skills/Abilities Required**

- ◆ Expert knowledge in the administration of information and records management.
- ◆ Strong ability to analyze situations and make recommendations to the Mayor or designee.
- ◆ Strong ability to successfully manage division budget.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively manage multiple projects and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to coach employees on and to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word processing and spreadsheet programs as required for position.

### **Minimum Qualifications Required for Entry**

Bachelor's degree in Business/Public Administration, Records Management or related field, and 7 years experience in records management, including 5 years supervisory experience in a municipal setting, 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.
- ◆ Notary public designation.
- ◆ Certification as a records manager (CRM) desirable.

## Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; daily precise control of fingers and hand movements; daily lift, move or carry objects up to 25 pounds; frequent climbing and balancing; daily dealing with distraught or difficult individuals; frequent attendance at meetings or activities outside of normal working hours; frequent operation of a motor vehicle on public roads.

## Classification History

As of 10/97: City Recorder

Revised: 1/98

New class specification title 1/98: City Recorder

Revised: 11/04

New class specification title 1/1/09: Records & General Services Manager

Revised: 1/1/09

Revised: 4/1/10

New class specification title 4/1/10: Records & Office Services Manager

Revised: 7/1/11

New class specification title 7/1/11: Records Manager

Status: M2

FLSA: Exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date