

<p>City of St. Charles Position Description</p> 	Position Title City Records Division Manager		
	Department Information Systems	Division Records Management	Section
		Full/Part Time Full Time	Union Non-Union
	Reports to Director of Information Systems	Positions Supervised <ul style="list-style-type: none"> Records Management Specialists 	
	FSLA Status Exempt	Salary Grade L	

Position Description Overview

This position, under the general supervision of the Director of Information Systems, is responsible for the management of all hard copy, scanned, and electronically generated records for the City. Responsibilities include organizing and maintaining cost-effective and efficient document storage and retrieval systems which include hard copy, scanned, and electronically generated documents; processing Freedom of Information Act (FOIA) and subpoena requests for all City departments (excluding Police); developing, implementing, and enforcing record retention and destruction policies for all City records (excluding Police); working with the Local Records Commission to dispose of City records; initiating and analyzing requests for scanning and shared content projects; ensuring the quality and accessibility of scanned documents; assisting in the implementation and administration of a system for managing unstructured content, such as folders and files on personal and shared drives on the City network; and managing records-related projects using standard project management techniques. This person is an appointed FOIA Officer of the City.

Essential Job Functions

Standard

- Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
- Adhere to all departmental and City safety policies.
- Consistent attendance and punctuality is required.

Position-Specific

- Organize and maintain cost-effective and efficient document storage and retrieval which includes hard copy, scanned, and electronically generated documents by:
 - Operating, and maintaining a document/content management system for electronic records.
 - Operating, and maintaining a system for managing hard copy archives.
 - Writing documentation and enforcing data standards and procedures, including standards and best practices for developing metadata and indexing of content.

- Indexing and maintaining hard copy and electronic records to facilitate timely document retrieval;
 - Reducing costs and simplifying access by removing old and unnecessary content;
 - Planning, coordinating, and implementing security measures to safeguard information against accidental or unauthorized damage, modification, or disclosure by controlling access permissions and privileges; and
 - Training users in the use of records management software applications and assisting them in searching for and locating documents in the electronic document management system and Record Retention Database.
2. Process Freedom of Information Act (FOIA) and subpoena requests in accordance with state laws without compromising ongoing or potential litigation by:
- Successfully completing the annual online training required by the Attorney General's Office to be an appointed FOIA Officer;
 - Providing handouts for the public as required by FOIA, updating the information annually, and posting the information on the City's website;
 - Developing letters for responding to FOIA requests and the Public Access Counselor;
 - Interpreting the FOIA law to determine if requests are public or exempt;
 - Contacting the Public Access Counselor of the Attorney General's Office and/or City attorney for guidance when necessary;
 - Denying requests and citing FOIA law if the requests are considered exempt in part or in full;
 - Routing requests to the appropriate departments if the information requested is considered public, providing advice to staff, coordinating the gathering of information and following up with departments when information has not been received in a timely manner;
 - Reviewing the information for accuracy and relevance, redacting information as allowed by FOIA law, citing FOIA law as necessary, and preparing the response;
 - Providing guidance to the Records Management Specialists and overseeing, approving, and signing all FOIA responses;
 - Keeping informed of changes to the FOIA law by reviewing the Attorney General's website and publications and notifying City staff of changes; and
 - Processing subpoenas, working with the City attorney, City Administrator, Department Directors and supervisors.
3. Develop, implement, and enforce record retention and destruction policies for all City records (excluding PD) by:
- Remaining informed on legal issues and requirements related to document retention and destruction as provided by the State of Illinois Local Records Commission;
 - Recommending record categories and content types for documents based on specific criteria;
 - Assigning classifications and storage requirements for vital, important, historic, and non-essential records; and
 - Developing policies, procedures, and forms to ensure City departments comply with user and legal requirements for document retention.

4. Work with the Local Records Commission to dispose of City records by:
 - Managing and enforcing document destruction policies for archived records;
 - Analyzing records that will be destroyed and appropriately dispose of confidential records by having them shred;
 - Reviewing the indexing and scan quality prior to record destruction;
 - Securing appropriate authorization from the Local Records Commission prior to the destruction of any City record.

5. Initiate, analyze, and implement requests for scanning and shared content projects by:
 - Analyzing current processes for opportunities to leverage imaging and shared content software;
 - Making recommendations for reducing hard copy storage while meeting user and legal requirements for document retention;
 - Coordinating each project with one or more City departments; and
 - Providing direction for new scanning and Records Management projects.

6. Ensure the quality and accessibility of scanned documents by:
 - Setting acceptable guidelines for quality and performing quality control checks on scanned images; and
 - Reviewing the work of other Records Management staff for QC as required.

7. Assist in managing unstructured content on the City network by:
 - Discovering and documenting business requirements;
 - Working with the analysts to develop a strategy for managing this content;
 - Supporting implementation of a system for managing this content;
 - Providing end user training; and
 - Responding to questions regarding the appropriate use of the system.

8. Manage records-related projects using standard project management techniques by:
 - Working with analysts to research and analyze potential software and process solutions when necessary;
 - Assisting in the development, execution, and management of project plans;
 - Creating and executing communications plans with stakeholders;
 - Assuming position of liaison between outside consultants and City staff; and
 - Leading the project implementation teams for some projects.

9. Supervisory responsibilities include establishing performance standards; training and developing subordinate employees; assigning, directing, and reviewing work; monitoring productivity and conduct, providing feedback and assessing performance; and ensuring compliance with City and departmental policies, rules, regulations, and ethical standards.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

1. Recommend changes to the document imaging system based upon knowledge gained from the research of current technology and attendance at conferences and classes.
2. Recommend changes to the Record Retention Database to streamline current processes.
3. Set security guidelines and procedures for storage locations and monitor adherence.
4. Analyze the flow of information among departments and make recommendations for archiving records.
5. Develop and maintain knowledge of department procedures, functions, and paperwork.
6. Cross train employees.
7. Assist with the preparation and implementation of the budget.
8. Assist with the preparation of the departmental business plan.
9. Write articles for the City Grapevine employee newsletter.

Basic Requirements

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Strong knowledge of records and document management software, equipment, procedures, and features as well as media available for document storage and retrieval. 2. Knowledge of operations and practices of local government; ability to analyze and interpret departmental functions. 3. Knowledge of the principles and practices used in analyzing, implementing, and maintaining computer systems and databases.
Skills	<p><i>Standard</i></p>

	<ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Strong organizational skills including attention to detail, problem solving, and follow through. 2. Ability to make decisions recognizing established precedents and practices and to use resourcefulness and tact in solving new problems. 3. Strong written communication skills. 4. Proficient computer skills, including Microsoft Office, Adobe Acrobat, electronic records or document management, and scanning software products.
<p>Abilities</p>	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability to develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges. 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 10. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 11. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content.

	<p>13. Possession of a valid driver's license.</p> <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to effectively present information one-on-one and in small groups. 2. Ability to interact with and gain cooperation of employees in all levels of the organization, frequently with Department Directors and the City Administrator. 3. Ability to operate a variety of office equipment including a personal computer, facsimile machine, multi-function printers, and desktop and large format scanners. 4. Ability to write business correspondence and analyze and reference FOIA law as required. 5. Ability to apply common sense understanding to carry out instructions furnished in written, verbal, or diagram form. 6. Ability to deal with problems involving several concrete variables in standardized situations. 7. Ability to read and comprehend mid-level instructions, short correspondence, and memos. 8. Ability to type a minimum of forty (40) words per minute.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. Bachelor's degree required. 2. Five (5) years of experience with emphasis on records management. Experience in legal or governmental organization preferred. 3. Three (3) years of supervisory experience. 4. Certificate in Records Management, preferred. 5. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
<p>Physical/ Environmental Demands</p>	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and air conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.

	<p><i>Position-Specific</i></p> <p>Moderate physical activity including:</p> <ol style="list-style-type: none">1. Ability to work standing and bending from the waist on a daily basis.2. Ability to lift, move, and manipulate up to 50 pounds.3. Color vision (ability to identify and distinguish colors).
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Revised 5/16/2014

Position Description Acknowledgement

Position Title

City Records Division Manager

Revised/Updated

5/16/14

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date