



City of Mission Viejo

RECORDS MANAGEMENT COORDINATOR

Class Description

March 2006

FLSA: Non-exempt

DEPARTMENT/DIVISION: City Clerk

DEFINITION

Under general supervision, coordinates and maintains the City-wide official records system; document retention, storage, and retrieval systems; performs a variety of administrative duties in support of the City Clerk's Office; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision by the City Clerk. No supervision is exercised.

CLASS CHARACTERISTICS

This is a single-position classification that is responsible for the coordination and maintenance of the City's official computerized and manual records management systems. Responsibilities include developing, implementing, and maintaining policies and procedures of the records management systems, providing relevant information for City employees and the public, and a variety of administrative duties in the City Clerk's office.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops and maintains computerized and manual records management systems for the City's official documents.
- Develops, implements and maintains policies and procedures for the recording, indexing, filing, and retrieving of active documents and the storage of inactive documents.
- Responds to inquiries regarding public records, the Public Records Act, the Freedom of Information Act, and the Brown Act; reviews and monitors legal requests for records; ensures that all public records are open to inspection at all times during office hours and that every person's right to inspect any public record of the City is upheld; justifies any nondisclosure and/or ensures deletion of any portions that are exempt from the mandate of the Public Records Act; provides assistance to the public by helping to identify records and information relevant to the request and suggesting ways to overcome any practical basis for denying access; ensures timely response to all requests and communicates in writing with any requester in cases of unusual requests that may cause delays in obtaining all requested information.
- Coordinates microfilming production, quality control procedures, and off-site storage.
- Assists the public and City employees by providing information and research assistance regarding the City's documents.

- Works with departmental records staff to identify documents and provide records system training.
- Updates retention schedule to reflect current legal requirements.
- Performs a variety of administrative duties in support of the City Clerk's Office.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of records management including records retention laws.
- Manual and computerized records and information management systems.
- Methods and techniques of document indexing and coding.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Basic mathematical principles.
- Modern office procedures, methods, and computer equipment.
- Applicable Federal, State, and local laws, codes, and regulations, including the Freedom of Information Act.
- General principles of risk management related to the functions of the assigned area.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Developing and maintaining complex record keeping systems.
- Interpreting, explaining and applying applicable Federal, State, and local laws, codes, regulations, policies and procedures.
- Responding to requests and inquiries for information regarding records management.
- Training employees in the use of records and management program.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Operating modern office equipment including computer equipment and software programs.
- Operating a motor vehicle safely.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college level course work in records management, library science, or a related field, and two (2) years of increasingly responsible record keeping experience including the maintenance of automated and manual records and files.

License:

Possession of, or ability to obtain, and maintain, a valid California Driver's License may be required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification frequently lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays.

CORE VALUES

Incumbents in all City positions are expected to exhibit the behavior characteristics reflected in the City's Values Statement in the performance of their duties: The City of Mission Viejo is committed to the community it serves: "We are dedicated providers of municipal services and stewards of the public trust. We promote the well-being of a community where caring people are the difference. Through Public Service, Integrity, Teamwork, Innovation, and Excellence, we are committed to preserving and enhancing the quality of life within Mission Viejo."

Note: All employees of the City of Mission Viejo are designated by both State law and City ordinance to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.