



Records Management Supervisor

Purpose of the role:

Under direction, supervises, assigns, and reviews the work of staff responsible for services and activities within the citywide Records Management Program; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and performs related duties as assigned.

Distinguishing Characteristics:

The Records Management Supervisor assumes responsibility for supervising and overseeing the work of the Records Management section within the City Clerk's Office. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Records Management Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence.

The Records Management Supervisor is responsible for the ongoing development, implementation and enhancement of the citywide records management program both to ensure compliance with all legal requirements and to provide departments with an effective, easy-to-use process for maintaining and accessing information on City operations. Responsibilities include updating and interpreting the records management system; supervising the storage, retrieval and destruction of City records; and overseeing the maintenance, preservation and security of vital and archival records. The incumbent exercises considerable independent judgment and problem-solving skills and must be highly skilled in records management concepts and practices.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, supervises, and evaluates the work of assigned staff; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with

the City's Personnel Rules and Regulations.

- Participates in the selection of assigned clerical staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing citywide records management services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives and values.
- Coordinates the administration and implementation of the citywide records management program in accordance with legal requirements and records management policies and procedures; establishes new file categories; develops and revises cross-reference index including determining appropriate legal retention periods and determining the appropriate office of record; develops and maintains imaging programs to conserve office space and facilitate disaster recovery processes; develops and updates records management program procedures manuals for use by all City departments; directs, plans and coordinates the records management component of the City's Disaster Preparedness Program.
- Prepares, maintains, updates, and enforces citywide records retention schedules, policies, procedures, and manuals for records management, microfilming, and vital records protection and preservation; facilitates citywide records management committee meetings.
- Manages citywide off-site records storage systems, including records filing and retrieval; annually audits offsite physical file storage for legal retention requirements; reviews storage media to select most cost effective format.
- Oversees daily activities for citywide inactive records including receipt, processing, storage, retrieval, use, and disposition according to records management policies.
- Supervises and coordinates the analysis, inventory, retention, and destruction of citywide records in paper, microfilm, and digital technology formats.
- Oversees the citywide imaging system including content, prioritization of projects, project management, information/document input, quality control, hardware/software maintenance, troubleshooting, and annual software licensing.
- Administers the citywide destruction of records in accordance with the records retention schedule including the preparation of Resolutions of Destruction, working with all departments in the purging of files and coordination of the timely destruction of records; coordinates and manages the annual citywide records purge.
- Works with staff in City departments to develop and install processes to fully comply with City records management requirements; assists in evaluating and recommending appropriate solutions to departmental records management issues and problems; develops, coordinates, and conducts records

management training programs including groups and individual sessions on City procedures and imaging systems.

- Evaluates and develops recommendations for enhancements to the City's records management programs, systems and procedures; works closely with vendors, suppliers and other external sources to assist in the evaluation of systems; reviews legislation, Government Codes, and legal requirements and recommends changes to achieve legal compliance and effective records management; develops and conducts records management training programs for City staff.
- Conducts citywide records management audits; coordinates with City departments to evaluate, research, and recommend information management solutions; serves as liaison to all City departments.
- Trains City staff on how to conduct Legislative History database searches and queries on citywide imaging system; researches complex and unusual inquiries for other City staff; supervises and participates in providing information and access to City records to City staff and the public; ensures timely responses to subpoena and Public Records Act requests; retrieves and makes copies of public documents upon request.
- Coordinates and develops the protection and preservation of archival and historical documents and objects.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Performs the more technical and complex tasks of the work unit including to create and produce a variety of documents including resolutions, memoranda, budget analyses, proposals for program enhancements, requests for proposals, contracts/agreements, City Council staff reports, and PowerPoint presentations.
- Maintains current knowledge of new trends and innovations in the field of records management; attends and participates in professional group meetings; participates in professional development activities.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Operations, services, and activities of a records management program.
- Records management principles, practices, methods, and techniques.
- Pertinent federal, state, and local laws, codes, and regulations including those relating to retention requirements for a wide variety of documents.
- Procedures, techniques, and methods of document and digital file preservation.

- General functions of a municipal government and their associated record keeping requirements.
- Procedures and legal requirements necessary to maintain, archive, preserve, and protect municipal records.
- Principles, practices, and procedures of automated and manual records management, retrieval, and storage including micrographics, electronic imaging, automated information retrieval systems, and computer systems related to maintaining municipal records.
- Technology applications relevant to records management.
- Principles and practices used in the development of records retention schedules.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

- Supervise, coordinate, and direct the citywide records management program.
- Select, train, supervise, organize, and review the work of assigned staff involved in records management.
- Recommend and implement goals, objectives, policies, and procedures for providing citywide records management functions.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Analyze records management problems, reach sound conclusions, and recommend improved procedures, equipment and facilities.
- Accurately appraise the value and legal requirements of City documents.
- Exercise sound, independent judgment within established guidelines.
- Code, file, and retrieve a wide variety of materials under a complex, comprehensive records management system.
- Provide information and organize material in compliance with laws, regulations, and policies.
- Stay abreast of new technologies used to automate systems.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare clear, concise, and comprehensive reports.
- Facilitate and serve on citywide and cross-functional committees and task forces.
- Participate in the preparation and administration of assigned budget.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
- Organize work, set priorities and provide support to meet records management needs.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Effective Communicator
- Team Builder
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

A Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or a related field.

**Education and
Experience
Guidelines:**

Experience:

Six years of responsible records management experience, preferably in a government agency, including one year of lead supervisory responsibility.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

Certification as a Certified Records Manager (CRM) is highly desirable.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, storage containers, and documents weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: