



## CITY OF COLWOOD

### JOB DESCRIPTION

**TITLE:** RECORDS AND FREEDOM OF INFORMATION ASSISTANT  
**DEPARTMENT:** CORPORATE SERVICES  
**POSITION TYPE:** FULL TIME UNION POSITION  
**PAY GRADE:** PAY GRADE 9  
**LAST UPDATED:** JANUARY 2024 (under review)

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#### **NATURE AND SCOPE OF WORK**

Corporate Services is responsible for providing a wide range of services to internal and external stakeholders. This position reports to the Manager of Corporate Services and is under the functional supervision of the Coordinator of Corporate Services. The Records and FOI Assistant works collaboratively with all departments and supports the city-wide implementation of effective Records Management and Freedom of Information and Protection of Privacy best practices ensuring compliance. This position is responsible for a variety of complex administrative, legislative, and customer service functions to support the city.

#### **TYPICAL DUTIES AND RESPONSIBILITIES**

- Maintain the corporate records system (both paper and electronic records) and conduct lifecycle management of all City records, including maintenance and safekeeping of permanently retained and vital records.
- Classify, code, and file records ensuring records and files are complete and secure.
- Maintain the Records Classification and Retention Schedule and implement approved classification categories changes.
- Audit and monitor documents; conducting quality assurance and recommended changes where required.
- Provide support, technical assistance, and training to City staff and work with departments to ensure the retention and destruction of corporate records is consistent, accurate, and compliant.
- Support the development, implementation, and maintenance of the City's Records Management program and freedom of information activities.
- Search records and plans, and research other information resources in response to information requests.
- Assist in processing requests under the Freedom of Information and Protection of Privacy Act as required.
- Respond to public enquiries and process routinely released information requests.
- Assist with providing training to staff involved in processing FOI requests and employees and contractors that have access and privacy responsibilities as part of their role.
- Provide administrative assistance with the investigation of privacy breaches, privacy complaints, and Privacy Impact Assessments.
- Prepare Information Sharing Agreements.
- Keep current on applicable laws, statutes and acts associated with the scope of responsibilities.



## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to function efficiently with minimal direction to establish and maintain effective working relationships with municipal officials and other employees, to meet and successfully serve the public on a continuing basis.
- Ability to maintain the confidentiality of matters as required.
- Ability to work well under pressure and to a deadline with attention to detail and manage competing priorities.
- Proficient with Electronic Records Management Software and Microsoft Office.
- Comprehensive knowledge of the principles, legislative requirements, practices, techniques of records management systems, and the *Freedom of Information and Protection of Privacy Act*.
- Ability to apply records management principles and practices in an electronic environment and adapt to a rapidly changing technological environment.
- Sound knowledge of the functions and business processes of municipal government.
- Experience interpreting bylaws, policies, and other applicable legislation.
- Strong attention to detail, written, and verbal communication skills.
- Excellent organizational skills.
- Demonstrate proficiency in the core competencies of:
  - Adaptability: Willingness to be flexible in a changing environment.
  - Relationship Building: Establishes and maintains respectful and cooperative working relationships.
  - Effective Communication: Communicates effectively with others.
  - Problem Solving: Recognizes and acts to resolve problems.
  - Organization: Organizes the work so that others will understand it to achieve the City's goals.
  - Customer Focus: Provides excellent service to both internal and external customers.

## **MINIMUM TRAINING AND EXPERIENCE REQUIRED**

- Completion of Grade 12 supplemented by education in Local Government Administration, Records Management, and Freedom of Information and Protection of Privacy, or equivalent combination of training and experience.
- Minimum three (3) years related records experience in a local government environment or related environment, extensive knowledge of legislation and records management practices applicable to the work and functions of various municipal departments.