



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: RECORDS COORDINATOR
DEPARTMENT: CORPORATE SERVICES
POSITION TYPE: FULL TIME UNION POSITION
PAY GRADE: PAY GRADE 13A (\$42.63 2024 rate)
LAST UPDATED: SEPTEMBER 2024 (under review)

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 Deputy Corporate Officer. This position coordinates day-to-day records management activities, participates in corporate records projects and training and works collaboratively with all departments and supports the city-wide implementation of effective Records Management best practices ensuring compliance. This position is responsible for a variety of complex administrative, legislative, and customer service functions to support the city.

This position ensures compliance and promotes efficiency of records and information management under the Freedom of Information and Protection of Privacy Act (FIPPA), with an emphasis on records accessibility, routine release, records retention and destruction, personal information banks, vital records, and information privacy and security.

As a member of the City of Colwood team and workplace community, the incumbent is responsible for adhering to all workplace policies and work procedures, and for demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

TYPICAL DUTIES AND RESPONSIBILITIES

- Develop, implement, and monitor records management policies and procedures for the classification, storage, retrieval, retention, and disposition of records in compliance with legal requirements and City policies.
- Establish and maintain systems to ensure that records in both physical and digital formats are managed throughout their lifecycle, according to professional standards and best practices.
- Survey and inventory City records. In collaboration with departmental stakeholders, analyze departmental functions, activities, workflows, and records requirements, recommending appropriate classification and supporting development of retention schedules.
- Provide subject matter expertise and guidance in the development and maintenance of the City's Electronic Document and Records Management Systems (EDRMS). Coordinate the configuration of the corporate file plan, metadata, and retention policies and labels.
- Ensure the security of City records and maintain confidentiality as required.



- Manage offsite records services for City departments, facilitating file transfer, storage, and retrieval of City records.
- Provide support, technical assistance, and training to City staff by working 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.
- Assist in locating and compiling records in response to information requests under the *Freedom of Information and Protection of Privacy Act* as required.
- Track, analyze and disseminate statistical information and prepare reports as required.
- 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.
- Knowledge of records and information legislation, standards, and best practices (familiarity with the Local Government Management Association's (LGMA) Records Management Manual an asset).
- Experience with technologies and systems used for records and information management.
- 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.
- 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.



- Safety Focus: Remains mindful of physical and psychological safety at all times and plans and performs work in a way that minimizes risk of injury to self and others and models sound occupational health and safety practices.
- Collaboration: Uses a consultative approach to initiate and foster a spirit of cooperation to achieve corporate goals.

Personal Insight and Rapport: Demonstrate Colwood's values, awareness of strengths and weaknesses, seeks feedback, fulfills commitments, demonstrates courage to do what is right.

MINIMUM TRAINING AND EXPERIENCE REQUIRED*

- Completion of Grade 12
- 1 year Certificate in Records Management. An undergraduate degree in Public Administration, Information Management, Library or Archival Studies, or related discipline is an asset.
- Minimum five (5) years experience in a role involving formal records management as a primary responsibility and having extensive knowledge of legislation and records management practices applicable to the work and functions of various departments preferably within a municipal/public sector organization.
- RIM certification or similar is a strong asset
- Formal training and experience in Freedom of Information and Protection of Privacy requirements and practices is preferred.

** an equivalent combination of training and experience may be considered.*