

CITY OF RICHARDSON

JOB TITLE: **RECORDS AND INFORMATION MANAGEMENT COORDINATOR**
DEPARTMENT: City Secretary's Office APPROVED: Jose Moreno
CLASS CODE: 07403
CIVIL SERVICE: X NON-CIVIL SERVICE: EFFECTIVE: 01/16/2020
COMPETITIVE: X NON-COMPETITIVE:
EXEMPT: NON-EXEMPT: X
FULL TIME: X PART-TIME:
SALARY RANGE: \$51,240 - \$81,948 DOQ

JOB SUMMARY:

Under direction of City Secretary, the Records and Information Management (RIM) Coordinator is responsible for administration and management of the records management program and public information program for the City of Richardson in accordance with local, state, and federal laws and best professional standards and practices for Municipal government.

ESSENTIAL JOB FUNCTIONS:

Records Management

1. Implement, coordinate, and continuously supervise the records management program of the City and ensure compliance with maintenance, retention, and destruction of records in accordance with City policy and state law.
2. Develop, maintain, review, and adhere to records retention schedules and records policies and recommend changes as needed in coordination with City departments, the Texas State Library and Archives Commission (TSLAC), and state law.
3. Coordinate with TSLAC on records management issues and retention schedules; submit revisions to retention schedules for State approval as needed.
4. Manage the City's offsite Records Storage Center and City Secretary File Room.
5. Arrange and coordinate transfers and retrieval of records to/from an off-site records storage center; keep associated inventory logs. Coordinate transfer of records to electronic/microfilm formats; supervise microfilming/ scanning projects as needed.
6. Arrange for and oversee annual destruction of records in accordance with approved records retention schedules and destruction policies.
7. Develop and provide training, technical advice, and support to all departments on records management and public information; serve as subject matter expert.
8. Coordinate with the Information Technology department and other departments regarding the maintenance of electronic records.
9. Ensure maintenance of electronic records and indexes of official City documents and records as needed.
10. File in eight-tier vertical filing system (seven feet high) in office.
11. Maneuver up to 25 pounds of records storage boxes to arrange them on ten-foot high shelves at Records Storage Center.
12. Drive and maneuver the Work Assist Vehicle (WAVE) at Records Storage Center to store/retrieve records on high shelves.
13. Use Lotus Notes Records Management System.
14. Use OnBase Document Management System.

Public Information

15. Administer the City's public information program by managing the receipt of requests; entering, reviewing, assigning, releasing, and retaining requests and responsive information in accordance with City policy and state law.
16. Provide effective and professional correspondence to requestors to seek clarification, provide information, and provide cost-estimates for all City requests.
17. Ensure the City is providing requested information promptly and in compliance with City policy and the Texas Public Information Act.
18. Administer the City's public information web portal and provide training and technical support to department liaisons, legal staff, department heads, and external customers.
19. Coordinate with web portal vendor on process and technical issues and implement appropriate resolutions.
20. Coordinates with City Attorney's Office for submitting requests for Attorney General opinions and legal review as needed.
21. Develop, analyze, and provide periodic reports to departments and City Secretary regarding public information requests.

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Records and Information Management Coordinator
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General

22. Prepare documents for signature items for Council meetings.
23. Coordinate with Civic Center staff and set up/take down for all Council meetings and work sessions.
24. Assist with routine review and updates to City Secretary webpage and employee intranet.
25. Assist with Board and Commission application and training certificate maintenance.
26. Distribute annual Code of Ordinance supplements.
27. Maintain 1295 Vendor forms.
28. Distribute all department mail.
29. Process department records for destruction.
30. Communicate courteously and effectively in English, verbally and in writing, with other City employees, officials (local, state, and federal), attorneys (when appropriate), vendors, and the public, including people of diverse backgrounds and cultures.
31. Establish and maintain effective working relationships with vendors, contractors, and other City employees.
32. Compose, type, and print letters, memos, and miscellaneous correspondence, using computer with various types of software including GovQA and Microsoft Office.
33. Operate a variety of office equipment.
34. Organize and prioritize multiple assignments to meet deadlines. Plan, schedule, and work independently in the absence of specific instructions.
35. Sit for extended periods in performing job functions.

OTHER JOB FUNCTIONS:

- Process Texas Alcoholic Beverage Commission (TABC) application packets for certification and assess appropriate City fees.
- Perform other duties related to the functions of the City Secretary's Office as required to include assisting with City Council agenda packets, liability claims processing, and other duties related to the office.
- Attend Council meetings in the absence of the City Secretary and Deputy City Secretary.

REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES:

- High school diploma or GED required.
- Bachelor's degree preferred in information management, library science, or related fields.
- Texas Registered Municipal Clerk (TRMC) or Certified Records Manager (CRM) certification required or must obtain within timeframe specified by City Secretary, not to exceed five years.
- Notary Public commission required or must obtain within twelve months of attaining position.
- Texas Public Information Act Training Certificate required or must obtain within 90 days of attaining position.
- Texas Drivers License, Class C, required.

EXPERIENCE, TRAINING, KNOWLEDGE, AND SKILLS:

- Five years of experience required in performing records management functions and processing public information requests in municipal government or similar organization.
- Proficiency required in the application of the Texas Public Information Act.
- Proficiency required in the application of Texas local government retention schedules.
- Ability to discern sensitive information and maintain confidentiality.
- Proficiency required in use of computer with various software, including but not limited to Microsoft Word, Excel, Access, Outlook, PowerPoint, and Lotus Notes.
- Experience with GovQA and OnBase or other similar systems strongly preferred.
- Must have strong working knowledge of: state and local laws pertaining to records management and retention; public records; and documents research practices and methods.
- Must be skilled in professional effective oral and written communications and have strong interpersonal skills with all levels of staff.
- Must have strong analytical skills.
- Must be able to coordinate and negotiate effectively; use tact and diplomacy; and communicate courteously with people of diverse backgrounds and cultures.
- Must have strong work ethic and reliable attendance.
- Must be able to plan, schedule, and work independently in the absence of specific instructions.