

**RECORDS AND INFORMATION SPECIALIST**

Pay Grade: 8

Position Type: Full-Time

FLSA Designation: Non-Exempt

Hybrid Remote Work: Eligible

Effective: April 2024

**General Statement of Duties:**

Performs records management duties in compliance with federal, state and city statutes; performs related work as required.

**Classification Summary:**

The Records & Information Specialist provides support for all City Departments. Duties for this position involve manual and digital processing and maintenance of all City department records and documents. Maintains City records by scanning and classifying documents. Ensures operational practices comply with Federal, State, and municipal regulations and mandates relating to records management. Provides support and training to City departments to ensure staff can locate and utilize cataloged information. Confidentiality in dealing with sensitive information and strong initiative for records management. Work is performed under the direct supervision of the City Clerk.

Supervision Received:City Clerk

Supervision Exercised: None

**Essential Job Functions:**

* Maintains, catalogs, scans, and indexes official City records subject to retention including paper documents, digital documents, and Laserfiche database.
* Works within the records management operations including facilitating the retrieval, filing and storage of information, including quality control in accordance with best practices.
* Ensures all records, classification of official records, documents and other media procedures meet applicable City, State and Federal legal requirements.
* Ensures all documents, paper and digital are retained per the Records Retention Schedule and are destroyed according to the retention schedule after approval by Council.
* Performs quality checks and indexing of files, and ensures they are imaged and indexed correctly into the city’s document imaging system.
* Acts as a City resource for records retention and disposition in coordination with the City Clerk’s office.
* Provides first point-of-contact support for public records requests.
* Monitors, reviews, and analyzes public information requests and processes them according to the Idaho Public Records Act.
* Coordinates with City Clerk and Legal staff on complex requests.
* Provides training to all staff in the basic functions of records retention and utilizing Laserfiche including performing quick searches.
* Instructs the public on the use of Public Document Portal on the City’s website and other research tools including Laserfiche and database systems.
* Creates and maintains reference material to facilitate database and hard copy research.
* Performs other duties as assigned.
* Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.
* Performs all duties and activities in compliance with City policies, procedures, and safety practices.

# Peripheral Job Duties:

* Performs other related duties as required.

Note: The functions and duties listed are intended only as illustrations of the types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description is subject to change by the employer as the needs of the employer and requirements of the job change.

**Knowledge, Skills, and Abilities:**

Knowledge of:

* Organization and functions of local government and municipalities.
* Relevant city, state and federal laws and records compliance procedures.
* Functional knowledge of records management theories including principles, legal requirements and techniques, retention scheduling, archiving, storage, public access, and destruction.
* Personal computer operation and Microsoft Office 365 to specifically include Word and Excel, Adobe Acrobat Pro, imaging, presentations, database management, and standard office equipment.
* Software applications for word processing, spreadsheets, records storage databases.
* Customer service interaction and telephone skills.
* English grammar and punctuation.

Ability to:

* Follow written and oral instructions and comply with office policies and procedures.
* Learn functions, programs, policies, procedures, and processes of the city to convey information to the public and other staff.
* Operate standard office equipment including a personal computer using program applications appropriate to assigned duties.
* Prepare and maintain correspondence, reports, records, databases, and information files.
* Conduct basic research and apply analysis principles and practices.
* Recommend, develop, and document record handling processes.
* Maintain office and individual confidentiality.
* Manage time, perform scheduling functions, meet deadlines, and set project priorities.
* Perform multiple tasks simultaneously, handling interruptions, and return to tasks effectively.
* Review and analyze information to determine if they meet applicable standards and guidelines.
* Identify confidential records and apply appropriate redactions to all documents as necessary in accordance with rules, regulations, and policies.
* Communicate effectively, establish, and maintain working relationships with the public, community, advisory groups, other government, and private agencies.

**Acceptable Experience and Training:**

* High school diploma or GED equivalency is required, some relevant college courses preferred.
* Three (3) years’ experience in record keeping, data processing, or similar.
* Proficient working in Microsoft Office 365 to specifically include Word and Excel.
* One (1) year of experience working in a municipal government office environment preferred.

*Or*

* Any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform the described work.

Additional Position Requirement:

* Must have a valid driver’s license.

**Essential Physical Abilities:**

* Must have sufficient clarity of speech and hearing to communicate in person, before groups, by telephone, and to discern verbal instructions.
* Must have sufficient vision to read, comprehend, and prepare written material and instructions, view a computer screen, and supervise, and react to physical activities.
* Must have sufficient manual dexterity to operate standard office equipment, access, enter, and retrieve data using a computer keyboard or calculator.
* Must have sufficient mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings.
* Must have sufficient personal strength, flexibility, and mobility which permits the employee to lift, carry, push, and pull materials and objects up to 40 pounds, to sit or stand while working at a computer for an extended period, and work in an office and basement environment.

Reasonable accommodations will be made for individuals on a case-by-case basis.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibrations, mechanical and/or electrical hazards, and hazardous chemical substances and fumes. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

**Working Conditions:**

Employees are not required to work evenings, weekends, holidays, or generally participate in after-hours assignments.

The City of McCall does not discriminate based on race, color, national origin, sex, genetics, religion, age or disability in employment or the provision of services and complies with the provisions of the Idaho Human Rights Act.

The City of McCall is an Equal Employment Opportunity Employer.