

Job Title: **Manager, Records**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Work Year: **12 months**

Job Code: **070505**
 FLSA Status: **Exempt – A**
 Pay Range: **L11**

SUMMARY: The Records Manager provides management of the Records team and its functions. Responsible for leadership and oversight of: customer service, daily operations, staff management, marketing, strategy, tactical planning, process improvement, knowledge management, compliance, and budget management. Serves as the system administrator for Laserfiche and facilitates the successful implementation of the records management policy, procedures, schedules, and tools throughout the District. Responsible for maintaining certain District retention rules in compliance with legal and administrative requirements. Guides staff across the district with respect to best practices around student records and other organizational records.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Operations Leadership: Provides oversight for the management of the District’s student and administrative records. Maintains the integrity of all District records ensuring accurate and timely retrieval, retention, and destruction. Responds to requests for information about records management and records retention within the district that are directed to the Records team. Ensures timely and professional responses on all requests for academic records or other data under the purview of this team. Leads the development and/or refinement of standards, processes, procedures, and practices. Works daily with team to assess and support daily operations, and troubleshoot advanced or complex issues, while developing and improving the problem-solving capacity of the team.	D	20%
2. People Leadership: Responsible for hiring and managing staff and continuously improving team culture and productivity. Responsible for hiring and managing vendors, contractors, part-time staff, and other third parties service providers as and when necessary. Reviews, approves, and verifies reported time in district time and labor system. Manages personnel or contractors involved in any scanning operations, records management, and offsite records storage.	D	15%
3. Technology and Process Leadership: Provides direct support of Laserfiche Enterprise Content Management (ECM) system; including implementation, user support, training, security and recommendations for upgrades, etc. Assists in automating paper-driven processes for better efficiencies utilizing the latest technologies (Laserfiche workflow, electronic forms, scanning, OCR, etc.) Provides input on behalf of the team with respect to best practices and standards that need to be met as part of any change management process in district-wide systems and processes that fall within the purview of the Records department.	D	15%
4. Budget, Procurement and Financial Management: Provides oversight of budget, procurement and other financial management for this team. Attends and provides input into budget meetings and processes developed by Information Technology (IT) leadership in conjunction with the Finance/Budget team, including periodic budget review meetings with district leadership. Ensures familiarity with accounts structures, trend analysis, workflows, and other procedures relevant to mastery of financial management aspects of this job. Assists IT team with ensuring that the right practices and work is taking place with regard to asset management, budget planning and management, and overall financial management.	W	10%
5. Strategic Leadership: Assists in the development, approval, and maintenance of the retention program including changes to the Records Retention Schedule as required by operations or changes in law or regulation. Provides facilitation for the evolution of Records Management policies, and assists departmental records liaisons in development of written records procedures for their department/school. Develops, tracks, and reports metrics and analysis relative to team performance, customer satisfaction, and stakeholder relationship management.	W	10%
6. Collaboration and Knowledge Management: Manages the collaboration with key experts and stakeholders in diverse areas such as Legal, Risk, IT, Communications, Learning Services,	W	15%

etc. Ensures that the expertise of these key stakeholders helps inform key processes, projects and operations, and that all operations conform with district standards and needs, and comply with law and policy. Maintains presence in professional associations and attends periodic industry meetings relevant to the areas covered in the scope of this job.		
7. Customer Service Leadership: Ensures that all lines of service provided by this team are meeting or exceeding agreed upon customer satisfaction standards. Develops and/or refines methods by which customer satisfaction, quality of work, responsiveness, and work completion are measured and improved. Ensures a focus on continuous improvement. Engages Educational Support Center (ESC) and district-wide customers, staff, and stakeholders in envisioning improvements to customer service, and conformance with respect to law, policy, best practices, and standards. Ensures team availability and service levels during critical timeframes such as school start, and other important times throughout the year.	W	10%
8. Perform other duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor’s Degree in Information and Records Management or related field required. Four (4) years of additional experience in a related field can be substituted for this requirement.
- Minimum of three (3) years of experience in records management.
- Experience with LaserFiche systems administration or similar ECM system required.
- Supervisory experience preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Laserfiche CPP Certification preferred.
- Must successfully complete current district training for supervision of Classified Staff within one (1) year of entering position.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Strong knowledge of state and federal records retention requirements.
- Knowledge of records and information management principles and best practices to manage information throughout its lifecycle: capture, distribution, storage, retrieval, and disposition.
- Knowledge of industry standards and trends related to technology that facilitates information management.
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.
- Ability to communicate, interact, and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple priorities.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Immediate/Advanced knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint, Access, Outlook.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Chief Information Technology Officer	060301

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	District Records Technician	1	1318

- Supervisory responsibilities include hiring, disciplining, terminating, directing work, assigning work, training and evaluating. Has indirect (dotted line) supervisory responsibility for staff managing student records in each school.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Accountable for the preparation of long-range budgets, goals and objectives for the Records Department and Records Department personnel.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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 functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk		X		
Sit			X	
Use hands and fingers to handle and/or feel		X		
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze			X	
Communicate			X	
Copy		X		
Coordinate			X	
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills		X		
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles		X		
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	