



## RECORDS MANAGEMENT OFFICER

**Department:** Finance  
**Job Class #:** 237500  
**Pay Range:** Professional 36

**FLSA:** Non-Exempt  
**Represented:** N/A

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

### GENERAL FUNCTION

This is responsible records management work performed for Pierce County. The employee in this classification is responsible for managing the County's records management program including retention, storage and destruction, organization, tracking and retrieval, filming, and electronic imaging of all official records for county departments. The employee shall serve as the County's technical expert providing guidance to all county departments. The Records Management Officer will serve as liaison between Washington State Archives (WSA) and other government agencies, and serve as lead for the Pierce County Records Committee (PCRC). The Records Management Officer will develop county-wide records management policies and procedures, records retention schedules, and provide training and instruction to County departments and/or divisions on proper records management including electronic applications. The Records Management Officer will advise County departments on regulations and procedures, will complete complex special projects, and manage and coordinate Finance Department public records requests.

### ESSENTIAL FUNCTIONS

- Manage the County records management program (electronic and paper), ensuring compliance, confidentiality and maintenance of records retention and destruction programs in compliance with established policies and procedures including Federal, State and local laws.
- Lead and coordinate the Pierce County Records Committee (PCRC) meetings and activities.
- Partner with the Information Technology Department to develop, test, and evaluate the County's records management policies, procedures, and electronic applications administration and maintenance, ensuring system security and retention schedules.
- Oversee and serve as liaison for all County transmittal and archiving processes, including coordinating Washington State Archives (WSA) record appraisals; and provide records management services and vendor records storage and destruction services.
- Research all applicable rules and regulations concerning records retention and identify appropriate records retention schedules as established by County procedures and legal requirements.
- Manage public records requests on behalf of Finance Department.
- Prepare a variety of reports and memorandum related to records management and departmental activities.
- Coordinate written and verbal communication and activities with other County departments and personnel, State Archives, and other public and private agencies.
- Provide record management expertise, training and support to departments on best practices for record retention and destruction to ensure compliance with government regulations and assist with records analysis and inventories, including documents and/or records holding historical value.
- Assist departments with developing short and long-range goals, creating and maintaining records retention schedules, and archiving in accordance with policies and procedures.
- Participate in the contracting process, review and evaluate contracts, help develop requests for proposals, participate in vendor negotiation and selection.
- Maintain effective communication with County departments and staff to facilitate and ensure

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adherence to policies and procedures.

- Supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend hiring, promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Participate in meetings and training opportunities, professional organizations (i.e. Washington Association of Public Records Officers (WAPRO), Association of Records Managers and Administrators (ARMA), and Alliance of Libraries, Archives and Records Management (ALARM)).
- Maintain knowledge of current trends and innovations concerning records management and other developments.
- Maintain regular, predictable, and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, and holidays.
- Lift and carry up to 40 lbs.

**OTHER JOB FUNCTIONS**

- Perform other duties as assigned or required.

**SUPERVISION EXERCISED AND RECEIVED:** Work is performed under direction of the Department Director and/or designee, and is assigned in terms of broad general objectives. An employee exercises considerable independent judgment and decision-making on technical and administrative matters, consulting with higher-level authority in matters involving policy direction or clarification. Work is reviewed for fulfillment of the division and departmental objectives, for conformance with governing laws and regulations, adherence to budget, and support and furtherance of department policies, mission, and values. This job classification has full supervisory duties and responsibilities.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions. The work is performed in a warehouse and office environment on a daily basis. Maintains regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite. Travel to various work sites and/or meeting locations may be required. Works a flexible schedule, which may include evenings, weekends, and holidays. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal warehouse and office noise.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by the employee to successfully perform the essential job function. Finger dexterity is required to use and operate a personal computer and related office equipment. Hand, arm, and leg

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dexterity is required to lift, carry, reach or move records and files. This position is required to lift and carry records and files weighing up to 40 lbs. on occasion; and have the ability to use ladders. The use of eye sight to read files, records, and office correspondence. This position is required to use verbal and written communications skills.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

- Comprehensive records retention systems and all applicable records retention federal, state, and local laws, rules, regulations, policies and procedures.
- Principles and practices of public records administration, human resource management, and effective supervision.
- Products and services provided by the department.
- Principles and practices of planning, coordinating, and contracting.
- Principles and practices of budget preparation, monitoring and evaluation.
- Management practices as applied to the analysis and evaluation of programs, policies, software and operational needs.
- Micrographics, document scanning, and reprographic processes and techniques.
- Computer applications especially databases.

**Skill in:**

- Electronic records management administration.
- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies, and procedures and in effective problem-solving.
- Goal and objective setting.
- Use and operation of personal computer, word processing, and related spreadsheet software material.
- Interpersonal communications.
- Written and verbal communications and presentations.
- Team building, leadership, and motivation.

**Ability to:**

- Act as a leader in the County, working with all departments in the areas of records management, administration, compliance and innovation.
- Prepare and present options for long-term records storage and retrieval systems.
- Utilize a personal computer and related software packages to perform word processing, information storage, retrieval, and tracking.
- Operate and maintain peripheral equipment.
- Represent the department in the community and with political leaders in a manner that is consistent with department policies, mission, and values.
- Analyze and interpret findings; and prepare comprehensive reports, procedures, and other correspondence.
- Plan, assign and coordinate work, train, evaluate, and provide guidance to staff including disciplinary action.
- Negotiate and problem solve.
- Express ideas clearly and concisely, both verbally and in writing.
- Work independently with minimal supervision and as part of a team.

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- Make verbal presentations to a variety of groups of diverse backgrounds.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management and/or administrative nature in support of department and County goals and objectives.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

**MINIMUM RECRUITING REQUIREMENTS TO APPLY:** Bachelors' degree in business, records management or related field; and, three years of experience overseeing records management systems (paper and electronic) for a government agency; OR any equivalent combination of experience and education is required. Lead worker and/or supervisor experience preferred. Certified Records Manager (CRM) or similar industry recognized credential is preferred.

**SPECIAL REQUIREMENTS:** Ability to successfully complete all required background investigations prior to employment. A valid Washington State driver's license is required within 30 days of employment. Satisfactory physical condition as evidenced by a County approved physical examination may be required prior to appointment to the position.