



A GREAT PLACE TO WORK, PLAY AND SHOP

## Position Description

**Position title:** Records Officer

**Branch:** Information Services

**Position number:** 2242

**Level:** 3 Local Government Industry Award

**Division:** Corporate Services

**Review date:** September 2021

### Position objective

To ensure that all employees demonstrate skills and knowledge of records management through effective training, a well-managed EDMS and support. To be able to provide effective customer service on the city's switchboard and front counter.

Uphold and consistently demonstrate the City's values of Respect, Integrity, Customer Service and Teamwork.

### Key responsibilities

#### Records Administration

**40%**

- Contribute to teamwork to meet Record Services objectives.
- Ensure quality management of records through auditing.
- Maintenance of the enterprise EDMS including file creation, retention schedules, security and classification scheme.
- Undertake archiving and digitisation programs as required.

#### Records Processes and Functions

**30%**

- Support and train staff in records management practices and procedures including use of the Electronic Document Management System (EDMS).
- Sort and file documents in accordance with filing procedure.
- Contribute to project work as directed including but not limited to system upgrades, records disposal, vital records, and offsite storage audits

#### Customer Service

**20%**

- Work as a team to ensure that both the City's front counter and switchboard operations are always attended to and that all enquiries are actioned appropriately and in a timely manner.
- Receive and process payments such as rates, fines/penalties, hire charges, licence fees etc, into the City's accounting system.
- Process and register communications with the city including letters, documents and emails.
- Create and monitor Customer Service Requests.
- Ensure a high level of accurate data entry.

#### Other

**10%**

- As required or directed by the Senior Records Administrator, Coordinator Customer Relations and Records or Manager Information Services.

<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Well-developed interpersonal and communications skills</li> <li>• Comprehensive experience with electronic document management systems.</li> <li>• Working knowledge and experience in current records management principles and practices.</li> <li>• Well-developed ability to use corporate computer systems.</li> <li>• Attention to detail including ability to follow defined procedures</li> </ul>
<b>Safety obligations</b>	Take reasonable care for your own health and safety and that of other workers who may be affected by your conduct. Adhere to all safety rules and regulations and where appropriate, use safety and personal protective equipment as required. Report any unsafe acts, work practices and conditions, all injuries no matter how minor to your supervisor or manager.
<b>Reporting</b>	Responsible to: Senior Records Administrator

**Award Classification:**

<b>Authority and accountability</b>	Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. Responsible for leading employees in operational duties or the application of trades, administrative or technical skills.
<b>Judgement and problem solving</b>	The nature of the work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.
<b>Specialist knowledge and skills</b>	Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.
<b>Management Skills</b>	Not required at this level.
<b>Interpersonal skills</b>	Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.
<b>Qualifications and experience</b>	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: (a) a trade certificate or equivalent; (b) completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade); and/or (c) knowledge and skills gained through on-the-job training.

**POSITION DESCRIPTION APPROVED**

This PD sets out the current position specifications. It is subject to review as circumstances change.

Employee \_\_\_\_\_ Date \_\_\_\_\_