

BUILD A CITY. BUILD A FUTURE.



Records Analyst

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

SCOPE

This is specialized professional records and information management work. Reporting to the Records Manager the Records Analyst supports the corporate records program by participating in developing policies and procedures; providing direction and assistance to department on implementation and ongoing maintenance of corporate records management; documenting and leading corporate records projects.

EMPLOYMENT STATUS

Union - CUPE Local 402 - Regular Full Time

RESPONSIBILITIES

- Develop, recommend and upon approval, establish and implement new and/or revised methods and procedures subject to records management best practices to improve efficiency.
- Provide training to staff on records and information management and mailroom policies and procedures.
- Contribute to developing training materials, conducts records management and mailroom employee training.
- Participate in paper and electronic projects e.g. (SharePoint, Digital Transformation etc) for records management and mailroom.
- The incumbent will require knowledge of records management systems, theories and practices; electronic information systems; and principles and techniques of retention and disposition scheduling.
- Develop project plans and documentation.
- Conduct appraisals and write reports.
- Work with other records staff to complete projects and performs other related work as required.
- Establish and maintain effective working relationships with department staff and management, vendors, outside agencies and the general public.
- Manage multiple tasks, set objectives/goals, meet deadlines and re-prioritize work.
- Interview staff to understand their business needs and use of information customer service methods and techniques.
- Assign, supervise and review the work of records and mailroom employees.
- Performs related work as required.

The Ideal candidate:

- Is flexible and a collaborative team-player with well-developed interpersonal skills, along with an aptitude for establishing and maintaining positive working relationships with a variety of stakeholders.
- Is pragmatic and innovative in their approach to information governance.
- Is results focused and can manage competing priorities.



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- Demonstrates strategic and tactical thinking.
- Has experience and proven success in leading and implementing records management change.
- Works collaboratively and persuasively across the organization.
- Has experience developing user policies, processes in SharePoint Online that support lifecycle management and compliance requirements of its content.
- Demonstrates rigor and integrity in their decisions and actions.
- Understands how to handle confidential and sensitive information.
- Has excellent communication and interpersonal skills.
- Has well-developed leadership skills in a Unionized setting is preferred.

QUALIFICATIONS

- Master's Degree in Records Management, Library and Information Studies, or Archival Studies.
- Have a minimum of 3 years of related experience including the direct supervision of staff including planning and assigning work and meeting deadlines.
- Excellent written and verbal communication skills are required.
- An acceptable equivalent combination of education and experience may be considered.
- Certified Records Manager (CRM) or Certified Records Analyst (CRA) designation is an asset.

OTHER INFORMATION

- Successful applicants must provide proof of qualifications.
- This position requires completion of a Police Information Check.
- A valid BC Driver's License.