



# City of Langford

[www.cityoflangford.ca](http://www.cityoflangford.ca)

## Records Assistant Temporary, Full-time (12 Month Contract)

Would you like to be part of a dynamic, fast paced, award-winning local government organization? A team that prides itself on providing cost-effective local government services for local residents? Do you have the right attitude, qualifications and superior people skills for the job? If so, the City of Langford invites you to apply for the full-time, 12-month contract position of Records Assistant.

Reporting to the Manager of Legislative Services, this position will suit those with a passion for records management. The Records Assistant is responsible for the following core duties:

- Respond to Records helpdesk tickets
- Respond to external requests for property information
- Provide support, training and technical assistance related to:
  - RM practices and processes
  - RM computer systems and software applications including SharePoint and harmon.ie
- Conduct scanning quality control reviews
- Provide relief support to the Scanning Technician during times of absence and high workloads

The ideal candidate must be comfortable with a busy schedule of competing priorities, self-motivated, and have excellent communication skills. A strong attention to detail and ability to maintain the confidentiality of information are essential for this position.

The ideal candidate will have a certificate in records or information management and a minimum of two years' administrative experience in a records management-dedicated position. Good knowledge of records and information management theory, procedure and policies within a local government environment would be an asset.

The salary for this full time contract position is \$29.50 per hour plus 13% in lieu of benefits, with a 35-hour modified work week schedule. Please refer to the job opportunities page of our website at [www.langford.ca](http://www.langford.ca) for more information and a detailed job description.

Please submit your resume by **noon, Friday, May 3<sup>rd</sup>, 2019** by email to [employment@langford.ca](mailto:employment@langford.ca) (identify the position you are applying for in the subject of your email) or to the attention of Human Resources, City of Langford, 2nd Floor, 877 Goldstream Avenue, Langford, BC, V9B 2X8.

We thank all applicants for their interest; however, only those selected for interview will be contacted.



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## JOB DESCRIPTION

### Records Assistant

Department: Legislative Services	Date: April 15, 2019
Reports to: Manager of Legislative Services	Approved by CAO Darren Kiedyk Date 4/15/19 Signature 

#### POSITION OVERVIEW

The Records Assistant reports to the Manager of Legislative Services (MLS) and works closely with the Legislative Services (LS) team to provide meticulous service to both internal and external clients. This position provides administrative and technical support related to records management (RM) and Freedom of Information (FOI) activities. The Records Assistant is responsible for the following core duties:

- Respond to Records helpdesk tickets
- Respond to external requests for property information
- Provide support, training and technical assistance related to:
  - RM practices and processes
  - RM computer systems and software applications including SharePoint and harmon.ie
- Conduct scanning quality control reviews
- Provide relief support to the Scanning Technician during times of absence and high workloads

#### ADDITIONAL DUTIES

Assist the LS team with the following:

- Planning, implementation and management of RM projects
- Retrieval and disposition of records, including legacy records stored off-site
- Audit City records repositories for compliance
- Inventory City records
- Develop and implement RM procedures
- Develop and maintain RM structures, including the City's EDRMS
- Develop and maintain the City's Records Classification and Retention Schedule
- Develop and maintain the City's templates and forms
- Provide initial RM training for new staff members
- Conduct RM exit interviews with departing staff members
- Create, prepare and analyze RM reports and statistics
- Ensure that essential RM services can be maintained throughout any absence
- Provide back-up to members of the LS team, including Council and Committee meeting support

- Advocate for meticulous records management among staff and elected officials
- Advocate for privacy best practices among staff and elected officials
- May be requested to conduct research on RM-related topics
- May be requested to support further Freedom of Information processes
- May be requested to provide City Hall reception back-up
- Other duties as required

#### **REQUIRED KNOWLEDGE AND ABILITIES**

- Strong knowledge of records and information management theory and procedure. Experience applying this knowledge within a British Columbia public body and/or local government environment is an asset.
- Knowledge of the BC *Freedom of Information and Protection of Privacy Act*
- Knowledge of BC legislation related to RM, scanning and local government
- Knowledge of the capabilities of an EDRMS. Experience using an EDRMS is an asset.
- Proficiency in a variety of computer systems and software applications, including Microsoft Office, SharePoint and harmon.ie
- Strong attention to detail is essential
- Ability to maintain the confidentiality of information is essential
- Ability to deal helpfully, tactfully and effectively with internal and external clients is essential
- Ability to establish and maintain cooperative working relationships with a variety of individuals and teams to complete assignments and meet program objectives
- Ability to organize workload, prioritize tasks and achieve results on a deadline
- Ability to communicate effectively both orally and in writing
- Strong problem-solving skills
- A commitment to excellent customer service, continuous improvement and life-long learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself

#### **EDUCATION AND EXPERIENCE**

The ideal candidate will have the following, or an equivalent combination of training and experience:

- Completion of Grade 12
- A certificate in records or information management
- A minimum of two years' administrative experience
  - In a records management-dedicated position in a public body in British Columbia
  - Working with an EDRMS