



PUBLIC RECORDS PROGRAM MANAGER

Department: Finance
Job Class #: 164600
Pay Range: Executive 03

FLSA: Exempt
Represented: No

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 position is designated as the Public Records Officer/Pierce County Public Records Ombudsperson. Incumbents are responsible for developing and implementing policies and procedures pertaining to county-wide records governance, management, and public disclosure. Duties include county-wide program implementation, supervision, and coordination of responses to requests made under Washington States' Public Records Act. As the County's technical expert on public records, this position is responsible for educating and training the Elected Officials, Department Directors and employees as part of providing guidance to all County departments.

ESSENTIAL FUNCTIONS

- Manage the County Public Records program (electronic and paper) so that confidentiality, maintenance of records, and record destruction activities are in compliance with Federal, State and local laws, policies and procedures.
- Coordinate with the Records Management Officer to ensure compliance with the Public Records Act through appropriate retention, management, and disposition of public records.
- Lead and coordinate Pierce County Records Officers' meetings and activities.
- Partner with the Information Technology Division to develop, test, and evaluate the County's Public Records Portal policies, procedures, and electronic application administration, maintenance, accessibility and security.
- Provide consistent interpretation of laws, rules, policies and procedures.
- Research all applicable rules and regulations concerning public records.
- Manage county-wide public record requests on behalf of the County.
- Provide assistance to members of the public seeking public records.
- Prepare a variety of reports and memoranda related to public records management and departmental activities as needed.
- Coordinate written and verbal communication and activities with other County departments and personnel and other public agencies, and the public.
- 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 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.
- Conduct performance evaluations and develop performance measures and standards.
- Investigate grievances involving subordinates and recommend resolution; recommend hiring, promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Participate in meetings and training opportunities, professional organizations (i.e. Washington Association of Public Records Officers (WAPRO)).

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- 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 may have 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 an office environment on a daily basis and may occasionally include access to the records center warehouse. Travel to various work sites and/or meeting locations may be required. . 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 dexterity is required to lift, carry, reach or move records and files. This position may need to lift and carry records and files weighing up to 40 lbs. on occasion. 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 public records systems and all applicable public records 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.

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- Principles and practices of effective supervision.

Skill in:

- 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 public records management, administration, compliance and innovation.
- 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.
- 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 two years of experience overseeing public records management 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.

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SPECIAL REQUIREMENTS: Ability to successfully complete all required background investigations prior to employment. A valid Washington State driver's license or ability to meet the travel requirements of the position is required.