



JOB DESCRIPTION

RECORDS RETENTION/PUBLIC INFORMATION OFFICER

SUPERVISION RECEIVED:

The Records Retention/Public Information Officer shall work under the direct supervision of the COO.

SUPERVISION EXERCISED:

N/A

POSITION CLASSIFICATION:

Non-Exempt

POSITION SUMMARY:

This position is responsible for managing Authority documents while also ensuring their quality and integrity. This position ensures adherence to record retention policies according to local, state, federal and HUD regulations. This person will ensure adherence to record retention policies, safeguard information, retrieve data more effectively and disseminate out to the public upon request.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but this should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

POSITION RESPONSIBILITIES:

1. Prepare Scan and quality check documents/images being converted to electronic/digital format.
2. Prepare and organize documents to conform to quality standards, office procedures and system processes as defined by local, state, federal and HUD regulations.
3. Develop a records retention policy based on local, state, federal and HUD guidelines.
4. Ensure completeness of files; research missing documents; remove non-essential material.
5. Log, track and maintain batch records.
6. Report and seek resolution for document control issues with service providers.
7. Prepare reports regarding quality issues with documentation.
8. Establish and maintain effective communication and coordination with Authority staff and management.
9. Respond to requests for information from Authority stakeholders and the general public.
10. Adhere to policies, procedures, and quality controls in relation to electronic imaging.

11. Work with IT staff to develop needed file structure to house all electronic files.
12. Keep management informed of area activities and of any significant problems.
13. Attend and participate in meetings as required.
14. Assume responsibility for related duties and/or special projects as required or assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to prioritize, manage time effectively, multitask and troubleshoot.
2. Requires strong interpersonal, communication and customer service skills.
3. Extensive computer skills and well versed in Microsoft Office products. Experience with document control software, process map software, SharePoint, or FileNet a plus.

REQUIRED EDUCATION AND EXPERIENCE:

1. Completed certificate, associate degree or bachelor's degree in data base, document, or file management.
2. Three years of experience in public housing records management.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAMWORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under

pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date



Salary Range:

Minimum: \$21.63/hour

Maximum: \$25.83/hour