

# DOCUMENT SERVICES MANAGER

## Recruitment #1610-4740-001

**List Type** Original

**Open Date** 12/6/2016 11:30:00 AM

**Filing Deadline** 1/6/2017 11:59:00 PM

**HR Analyst** Marti Cargile

## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.*

## PURPOSE

*Are you an experienced, knowledgeable records management professional who is dedicated to preserving and ensuring access to important public records? Are you equally proficient employing best practices to safeguard both physical and digital records? Then this may be just the opportunity you are seeking!*

Under the direction of the City Clerk, the Document Services Manager serves as the chief liaison for the City of Milwaukee on matters of enterprise-wide compliance with local, state, and federal laws and regulatory agencies relating to access to and preservation of public records.

## ESSENTIAL FUNCTIONS

- Serve as the chief liaison for the City Clerk to all City departments, the City Information Management Committee, the City Archives at the Milwaukee Public Library (MPL), the Legislative Reference Bureau (LRB), the Wisconsin Public Records Board, and the Wisconsin State Historical Society on matters of enterprise-wide compliance with local, state, and federal laws and regulatory agencies concerning access to and preservation of public records.
- Serve as a resource to the Office of the City Attorney on legal compliance issues related to public records.
- Oversee the implementation, development, security administration, maintenance, and periodic system migrations and upgrades of two key information systems holding official City records: 1) CRMS system (proprietary), containing common council legislative records, record retention schedules, and inventory of physical record holdings in city record center storage facilities; and 2) E-Vault, containing centrally-archived digital records managed in accordance with legal retention periods.
- Manage City Records Center staff and related administrative, accounting, budgetary, customer service, and digital preservation production and quality control functions. Hire

staff, conduct performance reviews, make staff assignments, and monitor staff development.

- Monitor USPS-related mail piece tracking systems and citywide compliance with frequently updated USPS regulations for maintaining the City's eligibility for presorted postal discount rates.
- Facilitate and monitor development and implementation of long-term strategic information governance enterprise projects and programs in accordance with evolving records and information management laws and technologies, including information systems for digital access to and preservation of centrally-stored City records and information; citywide confidential record disposal program; centralized physical record storage facilities; and departmental outreach and education programs on records and information management issues.
- Develop specifications and monitor contract compliance for service and maintenance contracts related to key information software and hardware systems and related digital conversion imaging and customer service equipment; citywide record management program services for confidential disposal of City records; and City Mailroom technical service and equipment contracts to facilitate compliance with postal regulations.
- Provide consultation to City departments on major facility renovations, software purchases related to records management, and the implementation of major business projects with regard to legal compliance with records management laws and the means and methods to achieve and establish compliance with the city standards, policies, and guidelines for doing so.
- Oversee and facilitate the City's Archival Records Program, including compliance with established location standards for the screening, storage, and preservation of, and access to, historic/permanent records.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## **MINIMUM REQUIREMENTS**

1. Bachelor's degree in business administration, information management, library or computer science, public administration, or a related field from an accredited college or university.
2. Three years of progressively responsible experience performing records management in a public agency or large organization carrying out duties related to this position, including overseeing digital and physical records retention and ensuring compliance with local, state, and federal laws.

*Equivalent combinations of education and experience may also be considered.*

***IMPORTANT NOTE:*** *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached*

*will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

## **DESIRABLE QUALIFICATIONS**

- Certified Records Manager (CRM) or Certified Public Manager (CPM).
- Public sector experience.
- Supervisory experience.

## **KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

- Knowledge of the principles and best practices of records management, particularly access to and preservation of physical and electronic public records as well as laws, codes, and regulations related to public records.
- A thorough understanding of the capabilities of information technology systems. Knowledge of strategic planning and project management related to the implementation of information system processes, technology, and security. Skills in troubleshooting existing systems and training end-users. Database, spreadsheet, and word processing skills.
- Familiarity with a digital conversion production environment, including knowledge of quality control procedures, systems integration, and storage systems and devices for short- and long-term record retention.
- Knowledge of governmental accounting, budgetary planning, and purchasing processes; ability to develop technical specifications for equipment and service contracts related to records and information management software, computer equipment, programs, and projects.
- Knowledge of HIPAA, law enforcement, litigation, and other records laws related to privacy and personally identifiable information; honesty, integrity, and the ability to provide stewardship and oversight of sensitive and highly confidential records and information.
- Ability to understand, follow, and enforce standards, regulations, and procedures related to public records and information management, including US Postal Service regulations related to high-volume mailers.
- Knowledge of mathematics and the ability to make accurate calculations to perform tasks such as calculating postage and reconciling purchases.
- Oral communication and presentation skills in order to impart information and appear before committees and boards.
- Written communication skills, including the ability to prepare reports and correspondence.
- Ability to conduct research.
- Supervisory skills: ability to direct the day-to-day operations of the City Records Center, including assigning work, evaluating performance, interviewing and hiring candidates, and developing employees.

- Ability to establish and maintain effective working relationships with direct reports, City managers, elected officials, representatives of other agencies, in order to facilitate the application of sound records management practice.
- Customer service skills.
- Skill in working with professional IT consultants and specialized vendor contractors to ensure contract compliance with technical maintenance, security systems, mail services, and confidential record and information destruction.
- Ability to plan, organize, and manage multiple tasks as well as adjust to changing priorities to meet deadlines.
- Ability to identify and resolve complex problems.
- Decision-making skills and sound judgment.
- Ability to work independently and pay attention to details.
- Willingness and ability to adapt to changes in information systems operations and technology and a commitment to keeping current with developments in document management technologies and techniques.
- Physical ability to climb ladders and lift and move boxes weighing up to 50 lbs.

## **CURRENT SALARY**

**THE CURRENT SALARY RANGE (PR 1DX)** for City of Milwaukee residents is **\$54,865-76,806**, and the starting salary for non-residents is \$53,519. *Appointment above the minimum requires approval and will be based on qualifications and experience.*

*The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health, and dental benefits, paid time off including vacation, 11 holidays, sick leave accrual, and much more.*

## **SELECTION PROCESS**

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **January 6, 2017**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.