



Public Records Associate

Department:	Administrative Services	Pay Grade:	NE-9
Bargaining Unit:	AFSCME	FLSA Status:	Non-Exempt
Revised Date:	7/15/2022	Reports To:	Deputy Administrative Services Director

POSITION PURPOSE: Under administrative direction, analyzes, processes and responds to public records requests; receives and reviews requests, communicates with requestors for clarification when needed, and collaborates with Departments to coordinate a timely and appropriate City-wide response; works with the Public Records Officer and/or City Attorney to evaluate exemptions, make appropriate redactions and to maintain exemption logs and statistics to substantiate compliance with the Public Records Act requirements, the Model Rules, and City policy; Serves as the Public Records Officer backup.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Coordinates timely and appropriate responses to public disclosure requests.
- Updates tracking log, documentation, and statistics to substantiate compliance with Public Records Act requirements, the Model Rules, and internal City policy.
- Administers the public disclosure software used for on-line requests and tracking.
- Communicates with requestors to ensure timely and full assistance on public disclosure requests. Clarifies and prioritizes elements of the request, estimates reasonable timeframes for response, and memorializes these communications in writing.
- Provides preliminary research on the location of responsive records and collaborates with departments on production of records responsive to requests. Establishes timeframes for responses. Coordinates assembly of multi-departmental responses.
- Reviews collected records to ensure they are responsive, complete and in accordance with the request submitted to the City.
- Conducts research and analysis to determine if collected records are exempt from production and coordinates with the City Attorney for review of records determined to be exempt. Redacts exempt information before releasing records.
- Assists the Public Records Officer and/or City Attorney in establishing and maintaining legal holds and collects records in response to litigation and discovery requests.
- Provides routine updates on the status of requests and performance measures.
- Reports on public disclosure operations and documentation as needed.
- Oversees on-site viewing of records or provides copies of requested records to fulfill requests; maintains records of all public records requests and responses to such requests.

JOB DESCRIPTION

Public Records Associate

- Serves as Public Records Officer backup.
- May perform other duties as assigned that are within the classification's scope of work.

Required Knowledge of:

- Knowledge of records management and public disclosure laws, regulations, and policies.
- Skill in gathering records, organizing the information and providing timely responses.
- Skills in effectively communicating both orally and in writing.
- Ability to work in a complex records and information environment involving application and interpretation of rules, regulations and policies.
- Ability to analyze large volumes of complex information under strict legal deadlines.
- Ability to maintain strict confidentiality and exercise discretion and sound decision making when handling sensitive documents.
- Ability to communicate with customers and to form relationships.
- Ability to document information regarding research, practices and resources.
- Ability to handle multiple and competing deadlines and priorities, organize and manage workload, and make decision necessary to respond to information requests in an expeditious manner.
- Ability to work cooperatively and respectfully with the public and staff.
- Ability to safely work in office or from home as-needed and remain flexible to working in office or home due to public health-related situations.

Required Skill in:

- Conducting document and file searches in electronic and paper document filing systems.
- Working with technical staff to access records in electronic files formats from various storage systems.
- Analyzing, recommending, and implementing improvements to records management systems including managing record series, indexes and inventory control to enable efficient access.
- Preparing records for release using document imaging, photocopying and/or electronic file copies.
- Working effectively with a variety of individuals from diverse backgrounds.
- Preparing and maintaining a variety of records and files related to assigned activities.
- Meeting schedules and legal timelines.
- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Establishing and maintaining effective working relationships with others.
- Maintaining confidentiality and communicating with tact and diplomacy.
- Communicating effectively verbally and in writing, including public relations.

MINIMUM QUALIFICATIONS:**Education and Experience**

Associates degree or equivalent in Records/Information Management, Library Science, Business, or related field AND one (1) year of clerical experience that includes records management. Experience dealing with confidential information and records in a municipal or similar environment is preferred.

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An equivalent combination of education, training and experience which allows the incumbent to successfully perform the essential functions of the position may also be considered.

Licensing and Certifications:

- Public Records Officer Certification or the ability to obtain within three (3) years.
- Valid WA State Driver's License and a driving record acceptable to the City's insurance requirements.
- A criminal background check is required following a verbal offer.

WORKING CONDITIONS:

Environment:

- Office environment
- Constant interruptions

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Reading and understanding a variety of materials.
- Operate a computer keyboard or other office equipment.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling, crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting up to 40 lbs.

Hazards:

- Contact with angry and/or dissatisfied customers.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____