



### Public Records Officer

<b>Department:</b>	Administrative Services	<b>Pay Grade:</b>	NE-11
<b>Bargaining Unit:</b>	AFSCME	<b>FLSA Status:</b>	non-exempt
<b>Revised Date:</b>	May 18, 2021	<b>Reports To:</b>	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 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; contributes to the development and implementation of records related policies and best practices.

#### **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.
- Maintains an information 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.
- Provides guidance on public records compliance and advises City employees regarding the requirements of the Public Records Act and City practice when maintaining and releasing records.
- 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.
- Develops and maintains a variety of performance measures documenting volumes and complexity of requests and work effort required to comply with State law, policies and procedures.
- Assists the 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 during State audits.

## **JOB DESCRIPTION**

### Public Records Officer

- 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.

#### **Required Knowledge of:**

- Knowledge of records management and public disclosure laws, regulations, and policies.
- Knowledge of the techniques needed to develop and deliver an internal records guidance program.
- Skill in gathering records, organizing the information and providing timely responses.
- Skill in 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 conduct file and document searches in electronic and paper document filing systems.
- Ability to work with technical staff to access records in electronic file formats from various storage systems.
- 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:**

#### **MINIMUM QUALIFICATIONS:**

Bachelor's degree or equivalent in records/information management library science, business, or related field.

Three (3) years of progressively responsible clerical experience, including one (1) year of records management experience in a public-sector environment.

Any combination of relevant education and experience that would enable the incumbent to successfully perform the essential functions of the position.

#### **Licensing and Certifications:**

Public Records Officer Certification or the ability to obtain within one (1) year.

Paralegal Certification is preferred.

Driver's license required if driving City vehicles.

Must be able to successfully complete pass a background check.

#### **WORKING CONDITIONS:**

##### **Environment:**

- Office environment
- Constant interruptions

##### **Physical Abilities:**

**JOB DESCRIPTION**

Public Records Officer

- 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:** \_\_\_\_\_