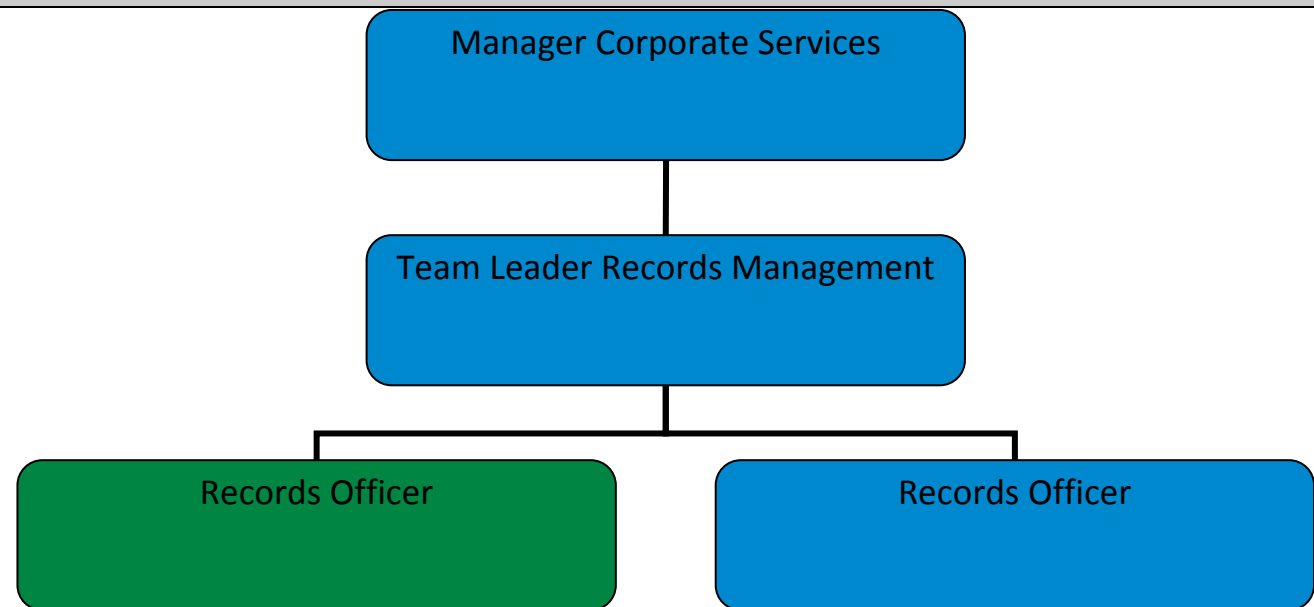


Position Description

Position Title	Records Officer
Position Number	21076
Division	Governance
Branch	Corporate Services
Special Requirements	Drivers licence
Physical and Environmental Demands	Manual handling
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	Strong Local Leadership
Local Service/s	Support Services

Reporting Structure



Position Purpose

To ensure the Council has effective records management systems

Key Result Areas

- Records Management
- Branch Activities
- Customer Service
- Corporate Core Values

Key Duties & Responsibilities

Records Management

- Assist in the provision and maintenance of effective, efficient, accurate and relevant records information and systems.
- Participate in all activities of the Records Section function i.e. collection of mail and DX, mail opening, sorting, scanning, profiling of documents, movement of hard copy history files, file and document searches etc.
- Perform tasks associated with scanning functions.
- Monitor own quality control & integrity for EDM system
- Provide administrative support for End Users of the EDM system by providing explanation of features of system and one-on-one assistance to new users.
- Perform data entry of scanned images for entry into EDM system.
- Obtain sound knowledge of functions performed by all sections of the organisation.
- Provide one-on-one assistance to new users with basic instructions in use of EDM system.
- Ensure electronic documents are distributed efficiently and effectively following established procedures and rules where applicable.
- Investigate the process required for any documents that there are not current established procedures to follow.
- Explain EDM procedures and functionality to end users where applicable
- Assist in the provision of delivery and pick-up of mail and files to the Narellan office, Narellan Self Storage and Narellan Customer Service.
- Ensure all cheques and money orders are numbered and recorded onto the Remittance Register spreadsheet and deliver to Customer Service. Print copy for checking returned documents for registration in EDM.
- Regularly check the incoming facsimile and scan and process into EDM system and distribute.
- Ensure all corporate emails are saved into the EDM system and distributed.
- Project an image of superior customer service to both internal and external clients.
- Ensure adherence to latest Records Management requirements particularly the State Records Act, 1998, Recordkeeping Manual and Disposal Schedule.

Branch Activities

- Other relevant duties which may be required by the Team Leader or Manager from time to time

Customer Service

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous

Corporate Core Values

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment and Customer Focus.

Essential and Desirable Criteria

Essential

- Previous experience in Records Management & knowledge of Records Management legislation
- Good written & verbal communication skills
- Computer literacy, particularly Microsoft Office applications or similar
- Demonstrated commitment to quality outcomes
- School Certificate
- Ability to work both independently and as part of a team
- Sound interpersonal skills with the ability to liaise with both internal and external clients
- Self motivated with an ability to manage multiple tasks from implementation to completion

Desirable

- Higher School Certificate
- Records Management Certificate (TAFE), previous experience in Records Management environment including electronic document management systems
- Previous experience working in Local Government

WHS Responsibility	
Act in accordance with WHS legislation and Council workplace health and safety policies at all times	
Prepared By	Team Leader Records Management
Date Prepared	June 2012