

Position Description

Position Title:	Records & Archives Technician
Reports To:	Manager, Early Resolutions
Team:	Operations
Affiliation:	Canadian Office and Professional Employees Union (COPE), Local 343

A. Position Summary

The Records and Archives Technician is responsible for ensuring the integrity of the Office's records and archives by ensuring all records are appropriately catalogued and stored, and can be readily accessed when required. Specifically this role is responsible for knowing, understanding, and implementing the Ombudsman Office's records and archives policy, and interfacing with the Government of Ontario's records and archives services.

Supporting the operations and legal teams the Records and Archives Technician enters information into the office's records management system, retrieves and delivers records when requested, performs record audits, and digitizes identified records. Annually the Technician reviews all records on site and, in accordance with the office's records schedules, transfers records to off-site storage and updates tracking systems accordingly.

Working with the operational, legal, and informational technology teams, the Technician will support the modernization of records and archives management processes. The Technician through research will also provide insight and advice on the development of strategies and tools for accessible and effective information and knowledge management.

B. Duties & Responsibilities

Records Integrity

- Tracks all records activity in the case management system by logging and tracking location of records and attaching documents to the appropriate case.

- Creates, merges and updates paper and electronic records as required.
- Processes correspondence related to new and existing records as required.
- Digitizes documents when required ensuring that the digitized version is complete, accurate, and of high quality.
- Regularly reviews the location of all records not stored in the record rooms or in off-site storage.
- Audits record locations prior to significant staffing or operational changes.

Coordination of Records Storage

- Coordinates and prepares transfers of records to off-site storage and to the Archives of Ontario in accordance with records schedules.
- Ensures compliance with public sector recordkeeping standards as they apply to our office.
- Prepares documents and paperwork itemizing details required by the Archives of Ontario and by the Ombudsman.
- Implements record retention and archival schedules in a timely fashion.
- Coordinates the retrieval and return processes for records in off-site storage and ensures that records are retrieved/returned in a timely fashion.

Supporting Fellow Staff

- Supports operations staff by providing records upon request, including retrieval of records from off-site storage as required.
- Trains and advises staff on records policies and procedures.
- When required provides back up to the other bargaining unit positions, including reception and information officers.
- Processes mail (including couriers, incoming mail distribution and outgoing mail).

Maintenance of Records Processes

- Develops relationships with the Archives of Ontario and knowledge of public sector recordkeeping standards.
- Assists operational, legal and information technology staff and the Archives of Ontario to develop plans for electronic records management, including standards and guidelines, based on institutional goals.
- Supports legal staff and the Archives of Ontario to develop schedules, policies and procedures for digital records retention and disposal.

Other duties, responsibilities and projects as assigned.

C. **Position Qualifications**

Education:

- Minimum of a postsecondary degree or diploma, preferably with a certificate in records management or library sciences, or equivalent level of experience

Experience:

- Two years experience in maintaining records systems in an office environment and in preparing records for archival purposes.
- Experience performing administrative tasks in an office environment.
- Experience working within the public sector would be considered an asset

Knowledge, Skills and Abilities:

- Knowledge of and ability to apply records management procedures.
- Ability to follow administrative procedures in order to maintain records and recordkeeping schedules.
- Ability to use a computerized database for maintaining and tracking of records.
- Attention to detail, sound organizational skills, and ability to manage time and prioritize and respond to multiple requests.
- Proven oral and written communication skills to communicate with internal and external contacts as required.
- Sound interpersonal skills for effective service delivery and to develop and maintain productive work relationships with colleagues and management.

Personal Suitability: Incumbent is required to

- Engage professionally with internal staff and external colleagues and is expected to be collaborative and effective in their communications and approach.
- Pay attention to detail and focus on producing work of high quality, balanced with providing timely support to colleagues.

D. **Work Environment**

Incumbent works in an office environment.

Supervision: Position does not supervise any staff.

Time Pressures: Incumbent is expected to respond to requests for records in a timely fashion. Time constraint issues may be referred to the Manager, Early Resolutions for assistance.

Effect of Errors: Failure to follow policy or procedures or to ensure accurate storage of records has the potential to disrupt and/or delay the office's operations and the potential to adversely impact on the office's credibility and reputation, should a record be lost or misplaced.

Freedom to Make Decisions: The incumbent must be capable of working somewhat independently in a structured environment and must take initiative in organizing the day-to-day functions of the position, and in remaining knowledgeable about modern records management techniques.

Interpersonal Contact: This position requires regularly dealing with staff and occasionally with external colleagues (such as the Archives of Ontario) to ensure that requests for records and related information are fulfilled in a timely and effective fashion.