

# CITYWIDE RECORDS MANAGER

Open Recruitment	●	All qualified individuals may apply
Closing Date	●	November 20, 2009 at 5:00 pm
Salary/Work Week	●	\$6,577 - \$8,076/month, 37.5 hour work week (Currently, there is an average of one mandatory business shutdown day per month)
Civil Service Status	●	Classified (Job Code SC239)

## The Position

The City of Oakland is currently seeking an experienced Citywide Records Manager for the Office of the City Clerk. Under general supervision, the incumbent is responsible for development, organization, maintenance, and management of ongoing city-wide records management program and systems; ensuring update and adherence to the City's records retention schedule; development and oversight of records management training and education; management the staff assigned to the Records Division; responding to litigation and/or regulatory inquiries; management off-site records storage vendor's contract; and related duties as required.

### Typical responsibilities may include, but are not limited to the following:

- Develop, implement, and manage the departmental and citywide records and information management program to ensure compliance with federal, state, and local public records statutes
- Develop and maintain archival records program and oversee the preservation and maintenance of all City historic, legal, and official City documents and records
- Update the Records Retention and Destruction Policy in accordance with various laws and regulations that govern the storage of paper and electronic records
- Collaborate with city department/agency to accomplish records management and information objectives in their agencies, departments, divisions and units
- Develop and oversee training programs designed to educate Records Coordinators and City staff on records policies and procedures
- Develop and implement effective processes and procedures to identify, maintain, preserve, and destroy information / records as required by law and regulation
- Respond to public records requests, coordinate responses with the City Attorney's office and other city departments as necessary
- Oversee the retention of official records in the custody of City departments and the Office of the City Clerk
- Conduct periodic evaluation of current records practices and make recommendations based on the best industry practices for purposes of assessing compliance
- Manage contract with off-site records storage vendor to track inventory, promote accessibility and verify activities
- Manage contract and relationship with website publication vendors to promote accessibility and ensure accuracy of governing code
- Manage the operation of the Records Division; supervise union represented staff and evaluate performance
- Supervise and participate in research of legislation impacting City Council and Oakland Redevelopment Agency actions.
- Provide general administrative support/backup to the City Clerk and Assistant City Clerk as

- needed
- Perform additional projects and responsibilities as assigned

## Minimum Requirements for Application

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education:** Bachelor's Degree from an accredited college or university in public administration, business administration, library science, information technology, computer science or closely related field.

**Experience:** Five years of progressively responsible work experience performing records management in a public jurisdiction or a large organization. Two years of experience must be at the supervisory level.

**Certificates: Certification:** Current certification as a Certified Records Manager (CRM) is highly desirable.

**Additional Qualifications:** Bilingual skills in Spanish, Cantonese, Mandarin and Vietnamese are desirable.

## Qualifications

**Knowledge of:** the modern principles and practices of effective records management; personal computers, related software and capabilities including basic structure and concepts of database management, word processing and spreadsheet software; the Government and Municipal Code as they relate to the Office of the City Clerk; English punctuation, grammar and language mechanics; principles of effective supervision and training techniques; the principles of sound organization and management practices.

**Ability to:** develop, implement and maintain complex record keeping systems; interpret federal, state and local regulations pertaining to records management including legislative records; assess and integrate office needs with appropriate computer based applications; provide user support for acquired or enhanced systems; work independently and set priorities; supervise, direct and evaluate the work of subordinate staff; coordinate the actions of subordinate staff to achieve a desired work objective; interpret and apply legislation, ordinances and codes that regulate the operations of the Office of the City Clerk; establish and maintain effective working relationships with candidates, city officials and the general public; research and prepare analytical reports concerning the records management of the Office of the City Clerk; assist in the preparation of the annual budget and perform basic math computation; work odd hours including nights and weekends

## The Selection Process

**Stage I:** The first stage in the selection process will consist of a review of each applicant employment application, current resume, and signed supplemental questionnaire for minimum qualifications (weighted pass/fail). **Applications submitted without all required materials will not be given further consideration.**

**Stage II:** The second stage will consist of subject matter experts evaluating and rating the completed supplemental questionnaires. Applicant responses to the supplemental questions must

demonstrate the knowledge, skills and abilities listed in the qualifications section of this announcement. The evaluation of supplemental questions may be weighted 100% of an applicant score (before residency and/or veteran points) and may determine rank on the eligible list. If a sufficient number of quality application packets are received, the supplemental screening may be followed by a third stage and the most qualified applicants will be invited to the next stage. Meeting the minimum qualifications does not guarantee advancement to Stage III.

**Stage III:** The third stage may consist of an oral examination (weighted 100%) that will test the knowledge, skills and abilities listed in the qualifications section.

The ranked eligible list may be developed directly from the supplemental screening **OR** the results of Stage III. Candidates must earn a scale score of 70 in this examination process to be placed on the eligible list for employment consideration.

The City of Oakland reserves the right to modify the selection process as necessary to conform to administrative or business necessity.

## Advisories

**Immigration and Reform Control Act:** In compliance with the Immigration and Reform Control Act of 1986 the City of Oakland will only hire individuals who are legally authorized to work in the United States.

**Legal:** In compliance with local, state and federal laws and regulations, the City of Oakland will employ and promote qualified individuals without regard to disability. The City is committed to making reasonable accommodations in the examination process and in the work environment. Individuals requesting reasonable accommodations in the examination process must do so no later than five working days after the final filing date for receipt of applications, otherwise it may not be possible to arrange accommodations for the selection process. Such requests should be addressed to **P.Ha**, Office of Personnel, 150 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor, Oakland, CA 94612-2019 or call (510) 238-3112 or TDD (510) 238-6930.

**Background Checks and Drug Testing:** The City may conduct a criminal background check, credit check, and/or qualifications check for applicants depending on the position sought. Final applicants will be required to sign an informed consent authorization form allowing the City to obtain their criminal history, credit report, and/or verify their qualifications in connection with the position sought. Applicants who do not sign the informed consent authorization form will not be considered further for the position.

The City of Oakland is a drug-free workplace. Job offers for certain positions may also be contingent upon passing a drug test.

## How To Apply

City of Oakland application documents may be obtained in person or by sending a self-addressed stamped envelope and request to the Office of Personnel, 150 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor, Oakland, CA 94612-2019. You may also call (510) 238-3112 for information.

You may access a copy of the City's announcement and a Microsoft Word or PDF version of the employment application at the following Internet address: [www.oaklandnet.com](http://www.oaklandnet.com). Click on City Jobs to view current openings or access the employment application.

## Date Of Examination

To Be Announced

The City of Oakland is an EEO/ADA Employer. Please read the City of Oakland's Employment Information Pamphlet, which can be viewed online, prior to applying for a position at the City of Oakland.

P.Ha; (510) 238-4478  
09-SC239-051/classified  
Opens: 10/26/09  
Closes: 11/20/09

## **Citywide Records Manager Supplemental Questionnaire**

**Final Filing Date: Friday, November 20, 2009 at 5pm**

The supplemental questionnaire is intended to give you the opportunity to identify your qualifications and experience in specific job-related areas. Please return all completed application materials on-line, in person, or by mail to the Office of Personnel, 150 Frank H. Ogawa Plaza, Second Floor, Oakland, CA 94612-2019 no later than 5pm on Friday, November 20, 2009. Postmarks will not be accepted. Applications submitted without all required materials will not be given further consideration.

### **Instructions**

Respond to each of the following questions. Typewritten pages are preferred if you are not applying on-line. Please be sure your experience relates directly to this position. The information you provide will be verified prior to a final offer of employment. Please specify the organization or jurisdiction for which you worked, your title, and the name and contact information of a supervisor who can verify the information you have provided. Place this information at the beginning of each response.

Applicants are responsible for clearly, completely, and accurately identifying their qualifications. The rating of the supplemental questions may determine your rank on the list (before residency and/or veteran's credit is added).

**Please type ONLY the last six digits of your Social Security Number on the top of each page.**

- 1) Describe how your education and experience have prepared you for the position of Citywide Records Manager in the City of Oakland. Include specific work experience in municipal and/or local governmental agencies and/or the private sector, creation and implementation of records retention schedules, and management of a records storage facility, both in-house and commercial.
- 2) Describe your experience and knowledge of public records access laws, including but not limited to the California Public Records act.
- 3) Describe your experience and knowledge of fundamental Records Management processes and identify your role in the specific processes with which you worked.
- 4) Describe your experience with systems development and management related to records including manual and automated procedures.

- 5) Outline your experience and knowledge of records management technologies, including but not limited to imaging, microfilm, computer indexing, etc.
- 6) Describe your work experience that demonstrates your ability to supervise professional staff. Include information detailing the size of the staff you supervised, their position titles, and your specific level of responsibility over their work performance, including but not limited to, performance appraisal systems, written evaluations, disciplinary measures, and training with the union environments.

**Certification Of Applicant**

I understand that all information provided herein is subject to verification, and is true to the best of my knowledge. Please sign and return this page with your application materials.

\_\_\_\_\_  
(Signature)  
Number)

\_\_\_\_\_  
(Last 6 Digits of Social Security

\_\_\_\_\_  
(Telephone Number)

\_\_\_\_\_  
(Date)