



City of Langford

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JOB DESCRIPTION

Records and FOI Coordinator

Department: Legislative Services	Date: February 2021
Reports to: Manager of Legislative Services	Approved by CAO Darren Kiedyk Date Feb 12, 2020 Signature

Darren Kiedyk, CAO
[Signature]

POSITION OVERVIEW

Reporting to the Manager of Legislative Services (MLS) the Records and FOI Coordinator works closely with internal and external clients on the City’s Records Management (RM) program and coordinates freedom of information (FOI) activities, including supporting the development, implementation and maintenance of the City’s RM program, and the City’s response to FOI requests.

RECORDS MANAGEMENT (RM) DUTIES

- Under the direction of the MLS, identifies, prioritizes and coordinates records projects, with input from other City departments;
- Develops and provides ongoing internal records management training and resources to City staff;
- Provides RM assistance and solutions to City staff;
- Responds to internal records service tickets;
- Assists with the development and implementation of RM procedures;
- Supports the development and maintenance of RM structures;
- Conducts ongoing audits of City records repositories for compliance with RM regulations, policies and procedures;
- Conducts RM exit interviews with departing staff members;
- Creates, prepares and analyzes RM reports and statistics;
- Assists the MLS and IT department to research, implement and develop the City’s Electronic Document and Records Management System (EDRMS);
- Provides input on and supports implementation of RM-related bylaws and policies;
- Supports the development and maintenance of the City’s Records Classification and Retention Schedule;
- Supports the development and maintenance of the City’s document templates and forms;
- Supports City departments with the retrieval and retention of records, including offsite records;
- Provides technical assistance to City staff for records-related software programs, including SharePoint, harmon.ie and Sharegate;
- Provides scanning quality assurance as required.

INFORMATION (FOI) DUTIES

- Under the direction of the MLS, coordinates the City's response to FOI requests;
- Under the direction of the MLS, responds to internal and external FOI-related queries;
- Supports the development and implementation of FOI procedures, bylaws, and policies;
- Develops and provides ongoing FOI training and resources to City staff;
- Assists City departments with document redactions as required;
- Creates, prepares and analyzes FOI reports and statistics;
- Under the direction of the MLS, identifies, prioritizes and coordinates work on information and privacy projects, with input from other City departments;
- May be requested to assist the MLS with privacy impact assessments and privacy-related projects;
- Other duties as required.

EDUCATION AND EXPERIENCE

The ideal candidate will have the following, or an equivalent combination of training and experience:

- A university degree in a related subject, such as library & information studies, information management, archival studies, or public administration; and
- A minimum of 3 years of experience, preferably with operational responsibility for records and FOI
 - Experience with an electronic document and records management system (EDRMS) is an asset
 - Experience with SharePoint and Share gate is an asset.

REQUIRED KNOWLEDGE AND ABILITIES

- Strong knowledge of records and information management theory and procedure in a local government setting;
- Knowledge of, and proven ability to apply, the *BC Freedom of Information and Protection of Privacy Act*;
- Knowledge of BC legislation related to RM, scanning and local government;
- Ability to maintain the confidentiality of information;
- Strong technical abilities and proficiency in a variety of computer systems and software applications;
- Ability to establish and maintain cooperative working relationships with a variety of individuals and teams to complete assignments and meet program objectives;
- Ability to deal tactfully and effectively with internal and external contacts;
- Ability to manage a varied workload, accept or initiate and effectively organize, prioritize and complete multiple tasks within given timeframes and deadlines.
- Ability to process information and address shifting work priorities with a high degree of flexibility and adaptability;
- Ability to effectively communicate with all levels of internal staff and external contacts;
- Strong research and report-writing skills;
- Strong problem-solving skills;
- A commitment to excellent customer service, continuous improvement and life-long learning;
- A team player with a strong work ethic;
- A sense of humour, with the ability to take your work seriously but not yourself.