

DESCRIPTION

TITLE: Program Manager (Records/Enterprise Content Management (ECM))

STATUS: Non-Union/FLSA Non-Exempt

PAY GRADE: 14

JOB SUMMARY:

The Program Manager provides professional and technical expertise to design, implement, develop, maintain and enhance programs and manage assigned projects for the District. The Program Manager for Records/ECM is responsible for implementing and maintaining a comprehensive records management program with the use of Enterprise Content Management (ECM) software system. The incumbent is responsible for leading the analysis of business practices to aid with the records program development and facilitating user adoption and training of the records program. Provides support and consultation to other departments regarding records disclosure and retention practices.

REPORTING RELATIONSHIPS:

Reports to the Administrative Services Manager. Does not supervise others.

ESSENTIAL DUTIES include the following:

- Design, develop and implement a District-wide records management program with use of an Enterprise Content Management (ECM) platform;
- Analyze business requirements and work flows to make technical recommendations for best practices to align with the District's records management process;
- Assess and update policies and best practices for the security, storage and retention of records, physical and electronic, according to retention schedules in accordance with State guidelines and District practices;
- Train and assist staff with record maintenance and archiving;
- Refine and develop procedures for the maintenance, retrieval, protection, retention, and destruction of all public records in accordance with all laws, regulations, rules, and policies;
- Navigate conflicting laws, liabilities, and retention requirements to develop recommendations on records policy;
- Provide consultation for District staff regarding records management concerns and procedures, help with user adoption of records management policies and systems;
- Deliver effective presentations to influence diverse audiences;
- Manage third-party vendors regarding imaging, scanning, and storage of existing records; and
- Perform other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Project management, business process analysis and evaluation;
- Enterprise Content Management (ECM) systems or similar document lifecycle software;
- Modern office practices and procedures;
- Related public record laws and regulations;
- Process improvement methods and techniques such as Lean and Six Sigma;
- File maintenance techniques; and
- Computers and applicable software or database applications.

Skill in:

- Using computers, applicable software, and database programs;
- Communication, both written and oral, and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Experience facilitating training sessions and meetings;
- Program evaluation, advocacy and promotion;
- Establishing and maintaining effective interpersonal relationships with all organizational levels, District customers, and the public;
- Maintaining a high level of accuracy and attention to detail;
- Creating and maintaining computerized filing and inventory systems;
- Performing program management work of a highly responsible nature;
- Gathering, assembling, and analyzing data;
- Analytical and critical thinking, problem solving;
- Learning new systems, applications, requirements and knowledge base of assigned program area (i.e. principles of Public Sector Records Management),
- Working effectively as a team leader to coordinate accomplishment of tasks while maintaining collaborative relationships; and

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be five years of progressively responsible experience in program development or project management and a bachelors degree in business, planning/program management, records management or a related field.

Licensing Requirements:

Records Management Certification, ERM/ECM Certification, and/or Certified Public Records Officer (CPRO) Preferred. Business Process Analysis or Project Management Certification desirable.

WORKING CONDITIONS:

Duties are typically performed in an office environment.

PHYSICAL REQUIREMENTS:

This position typically requires balancing, reaching, walking, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Medium Physical Exertion Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force consistently to move or lift objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Job Description Approved by Board: August 20, 2018