

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Document Management Officer
POSITION NUMBER:	0688
DIVISION:	Strategy and Performance
DEPARTMENT:	Information Management
CLASSIFICATION:	Band 4
REPORTS TO:	Coordinator Document Management
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Council Staff
EXTERNAL LIAISONS:	Mail Couriers, External Records Management service providers
DATE:	May 2017

POSITION OBJECTIVES:

This position provides accurate and timely electronic and hardcopy document/records management, archival and mail distribution services for the City.

POSITION RESPONSIBILITIES:

Key Responsibilities:

Document Management:

1. Identify the appropriate classifications, retention periods and indexes for document/records registration.
2. Scan and register documents within the stated timeframes and in accordance with procedures and workflows.
3. Monitor the capture and associated activities of electronic and hardcopy documents and make appropriate amendments.
4. Review document distribution emanating from the Unit to ensure accuracy is maintained.
5. Respond to inquiries and requests for assistance from Council staff in the use and management of the electronic document and records management system (EDRMS)

Archive Management:

6. Assist with the cataloguing, registration and boxing of files and documents received for archiving.
7. Maintain hardcopy files and documents to recognised records standards.
8. Track the movement of files and documents and update the appropriate tracking mechanisms.
9. Retrieve and return files and documents from archival facilities.
10. Monitor the condition and storage capacity of Council records storage facilities.

Mail Distribution:

11. Undertake mail room duties on a rostered basis including:
 - a. Open incoming mail and lodgement of outgoing mail.
 - b. Distribute mail and internal documents through the internal mail system and courier service.
 - c. Monitor and process faxes received both electronically and hardcopy.

Administration:

12. Provide advice on the functions and utilisation of the systems for Document Management, Archive Management and mailroom operations.
13. Provide operational flexibility by undertaking additional Document Management duties when required.
14. Provide operational flexibility by undertaking administrative tasks within the Digital, Information & Technology Department during peak times and staff absences.
15. Assist in the formulation and review of Document Management policies and procedures.
16. Assist in the identification of high priority objectives for the Document Management team and the development of implementation plans where relevant.
17. Adhere to all Council's policies and procedures relevant to this position.
18. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.
- Tasks may involve lifting or interacting with heavy objects
- Tasks may involve repetitive operation of equipment
- Incumbent will require sound physical capabilities to meet the tasks of the role

KEY SELECTION CRITERIA:

Essential:

1. Experience in the field of Records/Document Management and a sound understanding of related practices including the ability to classify/catalogue, index and register documents and files.
2. An understanding of relevant legislation for records and electronic document management.
3. A proven ability in prioritising work and meeting strict deadlines.
4. The ability to work independently as well as in a team environment.
5. A commitment to the delivery of high quality customer service.
6. The ability to undertake the physical activities involved in archival and mailroom duties.

Desirable:

7. Experience in Local Government.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Responsible at all times to carry out the position to the standards as prescribed by the Unit and operate in a manner that provides a high level of service to Document Management customers.
- Maintain a high level of accuracy in recording and maintaining information on the EDRMS and within hardcopy files.
- Ongoing update of knowledge of the EDRMS Public Records Office Standards and Australia Post requirements.
- Operation of EzeScan software.
- Ability to work independently with limited supervision and use discretion where required.
- Adherence to relevant legislation and policies and procedures.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Position has authority to make decisions on all matters regarding routine day to day functions of document management and archives.
- Decision-making is required in identifying the appropriate classifications for files and documents within the electronic, hardcopy and archival systems to ensure accurate indexing on the systems and distribution to Council officers.
- Ability to prioritise work tasks to meet deadlines and ensure documents are processed according to urgency of action required.
- Show initiative and innovation in approach to all aspects of the position and provide recommendations on improvements to systems and processes.
- Determination of retention periods for electronic and archived documents using the Public Records Office Schedules.

SPECIALIST SKILLS AND KNOWLEDGE:

- Specialist knowledge of the functions of electronic document & records management systems.
- Ability to interpret complex written communication for the purposes of precis and distribution.
- Excellent knowledge of the functions of local government and broad understanding of the specific functions of all Council's Business Units.
- Ability to establish rapport, liaise with, and gain cooperation of Council staff at all levels.
- Knowledge of the Public Records Act Standards and Disposal Authorities.
- Research skills within the previous and current Records/Document Management systems.

- Sound knowledge and proven experience in office administration processes.
- Intermediate skills in Microsoft Office functions.

MANAGEMENT SKILLS:

- Ability to establish and manage workload priorities, meet deadlines and achieve targets.
- Ability to provide accurate advice on document management, archival and mailroom processes.
- Ability to work independently of supervision and show initiative.
- Understanding of Council's staffing practices including Equal Employment Opportunity and Occupational Health and Safety.

INTERPERSONAL SKILLS:

- Ability to establish rapport with colleagues and work as part of a multi-disciplinary team as well as independently.
- Communication skills in liaising with customers and following through on requests/inquiries.
- Ability to listen and interpret customer requests and maintain a positive 'can do' attitude to ensure the provision of high quality customer service.
- Ability to liaise with Council staff to exchange views and resolve problems.
- Effectively convey information to staff in a positive and consistent manner
- Commitment to contributing to a culture of continuous improvement.

QUALIFICATIONS AND EXPERIENCE:

- Tertiary qualification in Records Management/Office Administration or several years' experience and a demonstrated sound knowledge in records and document management practices.
- A current Victorian driver's license.

HOW TO APPLY

Applications close: 5:00pm Friday 2 June 2017

Contact Person: John Pickett, EDRMS Administrator, (03) 5272 4966

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer
Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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