

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 109270  
Grade 20**

**GOVERNMENT RECORDS SUPERVISOR**

**DEFINITION OF CLASS:**

This is supervisory work performing administrative work planning, designing, structuring, implementing, and controlling the County's records management program. Contacts are primarily with employees of County departments and agencies and subordinate staff, State Attorney's Office and Court employees for the purposes of explaining procedures for records storage and retention and coordinating same, retrieving necessary records upon request, and supervising staff. Other contacts include Maryland State Archives officials to determine records retention and destruction schedules and to discuss procedures; outside police agencies for case file retrieval; and vendors of courier services to provide delivery of records. An incumbent in this class provides limited public service or assistance; clients are primarily other County employees.

An employee in this class is responsible for supervision of full-time and temporary Imaging Operators and Government Records/Warehouse Clerks involved in the daily operation of sophisticated equipment related to the operation of the County Records Center, a facility that stores a large volume of official records for all County departments/agencies. Operation of the Records Center involves shredding, receiving, inventorying, storing, safekeeping, referencing, retrieving, and disposing of all records entrusted to the Records Center. It also includes preparation of statistical, quarterly and analytical reports required for inventory and location; records retention; certification for destruction; department/agency referencing and cataloging; preparing schedules for records retention and destruction; and coordinating with department/agency Records Coordinators to determine proper disposition of active, inactive and permanent records located in all County departments/agencies.

The employee plans for, operates, and evaluates the overall effectiveness of the Records Center operation and the records management function which is accomplished under general administrative direction. Work is reviewed for quality control and timely completion in a cost effective manner. Guidelines to perform the work are normally available, but the employee may modify, adapt, or deviate from existing guides when necessary. Guidelines consist of established State regulations, County Administrative Procedures, and Departmental procedures concerning the storage of County documents, Federal HIPAA laws, regulations, privacy acts, Zyimage Records Management guidelines concerning the imaging and storage of County documents. The complexity of the work is characterized by the analysis required of the employee and the technical nature of the work required of the employee to develop and implement capture and retrieval systems and programs including micrographics and digital imaging. Complexity is further characterized by the need to balance conflicting requirements and satisfy work objectives and customers' needs with limited resources. The effective operation of the records management and imaging functions impact nearly all County departments and agencies by providing for the electronic and physical storage of official documents which must be retained for a prescribed period of time, and must be retrievable for future use as required. The work is performed in a records storage warehouse and in an office environment. The warehouse is unventilated; it is not

climate-controlled, which results in some discomfort due to exposure from dust from paper shredding operations and extreme temperatures during winter and summer months. The employee is exposed to traffic hazards when performing street-side loading and unloading trucks. Required protective clothing includes steel-toed shoes/boots, weight/back belts, and protective masks. Work requires the employee to occasionally lift boxes of records weighing twenty-five (25) to fifty (50) pounds and very frequent use of ladders and stands to reach records stored on upper shelves of the warehouse. As required, the employee uses mobile stock pickers, pallet jacks, and hand carts.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Oversees and coordinates all Records Center functions including Document Imaging.
- Supervises full-time, part-time, temporary and volunteer staff; interviews and selects part-time and full-time staff; plans, develops, coordinates and implements staff training programs.
- Assists with planning long-term goals and objectives of the Records Management Program by resolving records management issues; and working on various initiatives to address various records management environments in the County.
- Ensures compliance with applicable governing documents-handling laws, policies, regulations and procedures.
- Protects all confidential and private records from unauthorized personnel use. Maintains the privacy and confidentiality of classified records (e.g., personnel, police, and health) in accordance with governing laws and regulations. Confirms eligibility of visitors to the warehouse to have access to documents not covered by the Freedom of Information Act.
- Carries out good housekeeping tasks within the Records Center, including hardware cleaning of scanners.
- Follows safety, fire prevention and security procedures for intranet access to ensure the safeguarding of essential and sensitive County records.
- Reviews current schedules and other materials; supports the evaluation of the current schedule with respect to process automation and transitioning to electronic recordkeeping; researches needs with department/agency Records Coordinators; drafts proposed schedules; prepares and distributes approved packages to the State of Maryland Archives center.
- Provides, maintains and updates job instruction manuals. Prepares both electronic and physical records management training materials for distribution to department/agency Records Coordinators.
- Coordinates with Maryland State Archives officials to ensure proper protocol and procedures are followed for the transfer of permanent records. Submits proposed new and revised retention schedules to the State Archives.
- Ensures that all non-electronic records are retained and disposed of in accordance with applicable schedules and that all borrowed records are accounted for and are tracked in the records management tracking system.
- Receives official County records in cartons, bound volumes, or other containers and format; checks for adequate labeling, identification and transfer documentation; assigns location numbers to containers and stores them in appropriate shelf areas.
- Maintains complete inventory of records stored in the Center; maintains records retention schedules, certificates of destruction, indexes of agency reference activity, production statistics and other records relating to the Records Center's operations.
- Recommends retention and destruction schedules for all types of County records; coordinates approval of schedules with County agencies and the State Archivist.

- Utilizes a variety of office automation equipment and computer applications related to tracking, storing, imaging, and disposing of County records (i.e., data bases, fax machines, word processors, computers, etc.).
- Receives by telephone, memorandum, or in-person visits requests from originating agencies for reference to or retrieval of documents, files or containers of records stored in the Center. Performs or oversees physical search, retrieval and refilling of material requested.
- Maintains contact by telephone, email and/or memorandum with numerous department representatives regarding records management program and Records Center services; maintains correspondence files, as appropriate.
- Evaluates the operation of the records management program and Records Center, and plans for future needs.
- Provides assistance, advice and guidance to Records Center users regarding procedures for transferring, referencing and disposing of records.
- Prepares training materials in records management for distribution to departments and agencies.
- Checks records inventory lists to identify records eligible for disposal. Obtains approval for disposal of records with expired retention periods.
- Arranges for appropriate disposal of obsolete records by deposit in land-fill, recycling, or shredding. Prepares and submits required certificates of destruction.
- Protects all records from access by unauthorized persons; confirms eligibility of visitors to have access to records.
- Performs related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of effective supervisory techniques; e.g., training, assigning and reviewing work, monitoring performance, counseling, etc.
- Knowledge of the rules, procedures, methods and operations necessary to operate a large records center and to develop records retention and destruction schedules.
- Knowledge of records maintenance including records inventory and records center operating records and forms.
- Knowledge of the technical and practical use of shredders and scanning equipment, including maintenance and minor repair work.
- Ability to train, supervise, lead, inspire, motivate, counsel, delegate responsibility to, and evaluate subordinate staff.
- Ability to learn laws, administrative procedures and instructions applicable to the County's records management program.
- Skill in operating word processing, microcomputer, and other office automation systems and equipment involving a variety of software applications, e.g., Capture and Imaging software. Ability to operate a heavy-duty paper shredder.
- Skill in developing and conducting records management training seminars.
- Ability to utilize a personal computer and scanners for record keeping and documents management.
- Ability to learn laws, administrative procedures and instructions applying to the County's Records Management program and electronic imaging.
- Ability to establish and maintain effective working relationships, and to deal tactfully and effectively with subordinates, representatives of various County agencies/departments, State Archives officials, and vendors.

- Ability to work independently, under pressure, on a wide variety of technical and administrative tasks.
- Ability to communicate effectively, both verbally and in writing (e.g., to prepare memoranda, reports, policy, procedures, manuals and correspondence, producing graphics and charts), with excellent communication, organization, and customer service skills.
- Ability to attend meetings and perform other assignments at locations outside the office.
- Ability to operate heavy-duty closed box trucks under heavy traffic conditions, including the ability to maneuver in tight places.

**MINIMUM QUALIFICATIONS:**

**Experience:** Four (4) years of clerical/office support experience, one (1) year of which must have been must have been working in the area of records management, e.g., files/records reference, retrieval and retention schedule maintenance.

**Education:** Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**Physical Ability:** Ability to recurrently and independently lift, push and pull cartons weighing twenty-five (25) to fifty (50) pounds.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Core Exam with a Drug/Alcohol Screen.

**Class Established:** January, 2015

**Revised:** March, 2015