

Position Description--Enterprise Program Section Chief
Records Management and Transportation Section Chief
Bureau of Enterprise Fleet
Division of Enterprise Operations

Position Number: 301299

Position Summary

This position reports to the Enterprise Fleet Director and serves as the Records Management and Mail Transportation Section Chief, Bureau of Enterprise Fleet, Division of Enterprise Operations in the Department of Administration (DOA).

This position manages enterprise-wide programs in the areas of records management, document management and mail distribution related services. The position also provides leadership, project management expertise, technical assistance and direction to state agencies and local units of government.

This position manages the operations of the State Record Center. DOA maintains a State Records Center per Wis. Stat. 16.62. The State Records Center is a secure facility that offers agencies, UW Hospitals and Clinics, Dane County and the City of Madison off-site control over semi-active and inactive records. The Records Center's primary function is to assist state agencies with records maintenance, security and disposition.

This position works with the State Public Records Board and their Executive Secretary to provide administrative support and policy development to the Board regarding Record Disposition Authority (RDA) and records management. This position also works closely with agency records officers to provide assistance and advice on the operation of records management programs.

This position manages the operations of Mail Transportation Services, the distribution center for all US Postal Service mail that moves to and from Madison state agencies. It also distributes inter-departmental mail between all state agencies, the City of Madison and UW-Madison. This position oversees the provision of services and works with state agencies and other customers to determine and meet their service needs.

This position also works on special projects and teams for DOA and across the enterprise.

40% A. Manage and direct the operations of the State Records Center and Mail Transportation Services

A1. Develop biennial and annual operating budget requests and present recommendations for equipment, personnel, space and materials.

A2. Benchmark rates and service levels and propose modifications as needed.

A3. Monitor, evaluate and improve the provision of services to customers.

A4. Develop plans to anticipate future records issues, mail delivery issues, technologies and organizational needs, including technology advancements to meet the changing needs of customers.

A5. Develop policy and strategic planning efforts for the management and administration of the statewide records management and mail distribution programs.

A6. Propose statutory language, administrative rule and policy changes necessary to implement DOA responsibilities as assigned by statute and executive directive.

A7. Work collaboratively to provide effective policy analysis to decision-makers, primarily the Public Records Board Executive Secretary and DOA senior management.

A8. Maintain effective communication both internally and enterprise-wide, to increase the visibility of records management and mail transportation through program promotion and advocacy.

25% B. Support and administer the records management statutory and regulatory duties of DOA, the Public Records Board and the Public Records Board Executive Secretary.

B1. Administer and implement a records management program based on statutory and regulatory requirements.

B2. Provide technical assistance and consulting services to state agencies and local units of government related to records management.

B3. Participate in training state agencies through agency designated records officers for purposes of establishing and maintaining a records management program within their state agency.

B4. Develop general records schedules for records common to state government (i.e. fiscal and accounting, purchasing, budgeting, personnel, law enforcement, records management) to simplify the process of managing records and protecting the state's interest.

B5. Review records disposition authorizations (RDAs) submitted by state agency and local units of government for clarity and compliance with state standards and records management principles, including analyzing the financial, legal, administrative and historical values of the records.

B6. Develop guidance for agencies to maintain records effectively and in compliance with Privacy laws, Open Records Laws, confidentiality provisions of certain laws and vital records/disaster planning requirements.

B7. Work collaboratively on general records schedules involving both specific retentions/dispositions and enterprise-wide records management approaches.

25% C. Provide supervision and team leadership for the Records Management and Mail Transportation functions in the Bureau and keep informed on the application of current technology and procedures for document storage and management

C1. Recommend the hiring, transfer, suspension, promotion, discipline and adjustment of grievances of subordinate employees. Hear first step grievances and recommend higher disciplinary action when necessary.

C2. Organize, coordinate, and assign work of the records management and mail transportation staff in the Bureau.

C3. Review and evaluate work of staff on performance, providing training suggestions as needed.

C4. Direct and participate in the development and implementation of training programs on records management and mail distribution.

10% D. Provide leadership and project management for special projects as directed by management.

D1. Provide analytical, planning and project management expertise and manage special projects for DOA and for the enterprise.

D2. Attend sessions, participate in group activities and make presentations to groups including the Wisconsin Information Resources Council, the Division Administrators Council and the State Human Resources Managers Council.

D3. Strive to develop and continually improve leadership skills that encompass DOA's leadership core competencies: communicator, coach, change agent, mentor, role model and shield.

Knowledge, Skills and Abilities

- Excellent written and oral communication skills.
- Proven supervisory skills and the ability to engage employees in their duties and enhance their skill sets
- Ability to interpret statutory requirements and policies and implement those directives
- Ability to manage complex operations and develop budgets and stick to them
- Ability to analyze policies and procedures for more effective and efficient outcomes
- Excellent problem-solving and customer service skills
- Knowledge of paper and electronic records management techniques.
- Knowledge of Microsoft Office Suite, including Word, Excel and Access.