

Department of Administration
Division of Enterprise Operations
State Records Center
Records Program Associate
Position Number 304693
Position Description

Position Summary

Under the general supervision of the Section Chief at the State Records Center in the Department of Administration (DOA), this position coordinates and administers the daily operations of records management operations internal to the State Records Center as well as external activities to support records management operations and for governmental agencies across the enterprise.

This position works closely with state agency, Dane County, City of Madison, University of Wisconsin-Madison and University Hospitals and Clinics records officers to add, modify or delete official state records inventory; query to resolve records issues for agencies; add, modify or delete agency personnel authorized to utilize the state Versatile records management software, troubleshoot problems for agencies and help train new records coordinators and officers on State Records Center procedures and processes. The position works with state agency records officers or equivalents to process orders, enter new or updated information, delete data and meticulously maintain the data integrity for all government agency records.

The position works on the continuous development of the records/forms program area procedures including technical records/forms assistance, records retention and disposal, and records system management. This position assists in coordinating technical assistance and training on records management issues and assists on records management policy and procedures by answering customer questions about records management.

The position maintains all State Records Center and customer information in a secure and confidential manner complying fully with HIPAA, FERPA and other requirements for confidential information and official state records. As the position shares responsibility for the integrity of data for over 400,000 official state records maintained at the State Records Center, the position requires a high degree of accuracy, discretion and good judgment on every activity performed.

Goals and Worker Activities

40% A. Respond to and complete records management inventory service needs, record pick-up, and record delivery for state agencies and other government entities in an accurate and timely manner.

A1. Administer daily operations to over 55,000 records inventory management requests each year with independently, to assist the State Records Center customers.

A2. Enter service requests in the Versatile Enterprise software or on the hard copy service request form, research and analyze inventory information and forward to State Records Center inventory staff for processing.

A3. Route pickup requests appropriately according to set guidelines regarding size and location. Coordinate and organize all daily service deliveries and pick-ups for the courier to downtown locations.

A4. Review and complete inventory changes requested by authorized agency personnel in a timely and accurate manner.

A5. Maintain an accurate and up-to-date chain of custody record for each box of records and/or file to assure complete integrity of official state records.

A6. Enter new departments, sub-units, use codes, account information and security profiles into the Versatile enterprise software system.

A7. Review and complete miscellaneous inventory delete requests in a timely and accurate manner.

A8. Contact records officers or customers as necessary to secure needed information or question inconsistent data to complete agency orders.

A9. Maintain correspondence and maintenance files for customer updates, changes, and authorizations to ensure there is an accurate audit trail of all customer activity.

40% B. Respond to and complete records management retention and disposition service needs for state agencies and other government entities in an accurate and timely manner.

B1. Maintain a high degree of accuracy to assure the integrity of official government records when assisting records management customers with records inventory retention and disposition, and Versatile software inquiries.

B2. Process new box, file, and media inventory requests submitted from agencies prioritizing new inventory requests.

B3. Follow all HIPAA, FERPA and other records confidentiality requirements when working with records containing confidential or non-disclosable information.

B4. Print transmittal reports and labels for new inventory verifying the accuracy of the reports and labels.

B5. Complete volume updates on new inventory imported through the Versatile Software Import functionality as needed in a timely and accurate manner.

B6. Enter inactive personnel files into the Versatile Enterprise software system.

B7. Maintain a list of personnel who are authorized by their agency to use the Versatile software.

B8. Enter new Records Retention Disposition Authorizations (RDAs) into the Versatile Enterprise software when approved by the Public Records Board.

B9. Assist records analyst staff with the upkeep of customer maintenance and original Retention Disposition Authorizations (RDA) files.

B10. Assist the State Records Center's Inventory Control Supervisor with the semi-annual records destruction/transfer cycle of records as requested.

B11. Produce ad hoc reports from Versatile.

B12. Assist in routine and special projects related to Versatile.

10% C. Perform critical administrative functions to assure the successful operation of the State Records Center.

C1. Compile monthly charges to state agencies, Dane County, the City of Madison, University of Wisconsin-Madison and University Hospitals and Clinic in Versatile. Create monthly billing report to be uploaded to the Records Center Billing Access program.

C2. Process the Versatile billing report.

C3. Process revenues earned for paper, metal and other material recycling each month, verifying accuracy and completeness.

C4. Maintain files and reports on State Records Center expenditures for office supplies, equipment inventory, facilities work and purchasing trends.

C5. Maintain first level security for the State Records Center administering procedures for visitor sign in/out and identification.

C6. Coordinate technical assistance and/or training on records management issues.

C7. Assist staff and public in the use and maintenance of records.

C8. Review incoming mail, analyzing to make certain letters and packages appear safe for distribution.

5% D. Perform other administrative functions to assist with the operation of the State Records Center.

D1. Maintain computer, telecommunications and copier/printer equipment inventory lists for the State Records Center.

D2. Maintain and process payments and purchase orders through PeopleSoft.

D3. Maintain Section office supplies and order supplies from University of Wisconsin Stores or WisBuy as needed.

D4. Initiate work orders as directed.

D5. Coordinate parking with DOA Capitol Police.

D6. Assist in the review to assure that records are consistent and conform to state guidelines.

5% E. Perform other duties and special projects for Section as requested.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of Versatile Enterprise records management software or the ability to learn new computer software applications.
2. Knowledge of, or the ability to learn, records management terminology, policies and procedures.
3. Excellent telephone, web, email and in-person customer service skills
4. Excellent oral and written communication skills
5. Excellent prioritization and organizational skills
6. Ability to work independently with little direct supervision
7. Excellent judgment and decision-making skills
8. Ability to work with discretion and maintain confidential information
9. Computer skills including report creation