



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## RECORDS MANAGEMENT AND IMAGING SERVICES TEAM MANAGER

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| <b>Group-Section:</b> Business<br>Technology Group -<br>Administrative Services Section | <b>FLSA Status:</b> Exempt<br><b>Bargaining Unit:</b> MAPA | <b>Salary Grade:</b> 059<br><b>Job #:</b> TM045 |
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### JOB SUMMARY

Responsible for managing and supervising the District's records and data management program including planning, development, maintenance and updating of the record management program; reference and historical records retention and disposition for hard copy and electronic media; e-forms design and retention; and overseeing the reprographics operations including production copiers, bindery, finishing, and scanning equipment.

### OVERSIGHT

Receives direction from the Document Services Unit Manager. Manages and supervises a staff of professionals, paraprofessionals, technicians, and administrative support. Coordinates the activities of record coordinators and data coordinators throughout the agency.

### JOB DUTIES

1. Manages staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; assesses employees' competencies and develops training plans for the areas of records management and production reprographics.
2. Manages the identification, classification and indexing of anything that documents a business transaction of the District; works with the Legal Department and management to determine the applicable method of retention for each type of record; oversees the conversion of written records eligible for alternative storage media; monitors the retention of records designated as Vital or Historical; and oversees the inactive record storage process for both paper and electronic media involving storage, retrieval and destruction of documents; and administers offsite storage contracts.
3. Oversees the customer's needs assessment, job pre-planning and consultation, price estimation, and workflow recommendations including printing, scanning and records retention opportunities; plans the operation of high volume analog and digital xerographic networked publishing copiers, print servers, bindery and finishing equipment and other equipment used in the production of multiple products including board letters, engineering specifications, monthly reports, annual budget, forms, engineering drawings, and statistical and textual materials; secures service maintenance agreements on owned equipment; and ensures routine maintenance is done on all equipment to maintain a higher level of equipment performance.
4. Conducts periodic assessments of operation and makes recommendations to improve cost efficiency and effectiveness; leads reengineering efforts; stays current with changing technologies and external business practices and considers their possible use at Metropolitan; develops team methods and operating procedures; reviews and makes recommendations regarding the development of quality assurance and quality control procedures; and writes and directs the preparation of a variety of reports and makes presentations for management, committees, or other interested or involved parties.

5. Develops the team goals, long and intermediate term strategies, and priorities; develops a business plan that ensures the accomplishment of the team goals and objectives for the different disciplines of records management and reprographics; tracks team goals and objectives; analyzes team activities and prepares reports; develops and monitors team budget; evaluates resource needs and prepares staffing and consulting requests; reviews and approves time, reimbursement requests and purchases.
6. Conducts equipment lease versus buy studies; researches and evaluates current technology, products and equipment; develops specifications for all leased equipment; and ensures appropriate solicitation and contract development including determining the price structure for services and materials for the charge back system; and confers with vendors to resolve shortage, refund and return problems.
7. Performs other related job duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

**Required Knowledge of:** California Public Records Act; data, document, and forms management; paper and electronic records processes; electronic document management systems; records retention; offsite storage practices; management/supervisory concepts and techniques; budgetary concepts and procedures; relevant federal, state and local applicable laws, regulations and codes; project management; trends and emerging technologies of records management and reprographics; types and characteristics of printing and scanning equipment; and specialized applications and industry standard equipment.

**Required Skills and Abilities to:** Manage a diverse work force; plan, organize and review the work of team members; provide excellent customer service; encourage and facilitate cooperation; mentor, develop and motivate staff; exercise judgment and discretion; effectively analyze issues and problems; communicate orally and in writing on administrative and technical topics; establish and maintain collaborative working relationships with all levels within the organization, other agencies, consultants, contractors, vendors, and the public; negotiate contracts; develop effective organization-wide records management programs; use business applications such as electronic document management, word processing and spreadsheets.

### **Certificates, Licenses And Registrations Requirements**

#### **Certificates**

- None

Job Title: Records Management and Imaging Services Team Manager

Job Code: TM045

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**Licenses**

- Valid California Class C Driver License

**Registrations**

- None

**DESIRABLE QUALIFICATIONS**

- None

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

**Vision Requirements:** No special vision requirements