

# CITY OF HAMILTON

## CORPORATE SERVICES DEPARTMENT

(CITY CLERK'S DIVISION – INFORMATION MANAGEMENT & RECORDS - LOCATION – 71 MAIN ST. W., 1<sup>ST</sup> FLOOR)

### RECORDS & INFORMATION MANAGEMENT CLERK (RIM CLERK) - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Manager, Records & Freedom of Information, performs duties associated with Records and Information Management by indexing, maintaining, and preserving the Corporate Records and by researching and disseminating information relating to Council decisions, by-laws and Corporate Policies and Procedures.

As Records Management (RM) Administrator of the Electronic Document and Records Management System (EDRMS), responsible for maintaining records lifecycles, supporting users with RM system questions, troubleshooting RM functionality with IS staff and executing Quality Assurance program within system.

#### GENERAL DUTIES

Maintains security of the Corporation's Vital Records stored in records vault (i.e. By-laws, Council Agendas, Minutes, Reports, Resolutions, Agreements, Ontario Municipal Board decisions, and Assessment records).

Preserves the integrity and archival/historical value of the Corporation's Vital Records including the Vital Records of the communities comprising the City of Hamilton.

Develops, maintains and monitors electronic indexes, databases and manual filing systems of the Corporation's Vital records.

Indexes and maintains confidential information in storage vault in accordance with records policies on storing, accessing and maintaining security of confidential information.

Performs computerized and manual index searches.

Investigates, indexes and maintains an expert awareness of current municipal issues, current and past Council decisions, by-laws adopted by Council, Corporate policies and procedures, Provincial Acts & Regulations and information relating to the responsibilities of and services provided by municipal government.

Researches, retrieves and provides information to members of Council, staff, the public and outside agencies (law firms, real estate agencies, and other municipalities).

Ensures information provided to members of Council, staff, public and outside agencies is accurate and provided in a timely manner.

Organizes daily administrative tasks relating to operation of off-site storage facility by liaising with departmental staff on storage and retrieval requests and prepares documentation for destruction of expired boxes.

Assigns bill numbers and prepares bill package for Council meetings and Mayor and Clerk's signature.

Updates and maintains the Clerk's web pages by regularly scanning and uploading by-laws, agendas, minutes, and reports on the web site.

Verifies that all electronic documents have been captured on the computer system and reviews website at regular intervals to verify continued access to public documents.

Records agreements, circulates for signature, affixes Corporate seal and follows up by recording Instrument number upon registration by the Land Registry Office.

Processes expropriations and prepares Affidavits in accordance with the Expropriations Act.

Prepares certified copies of by-laws and resolutions.

Records and maintains an index of Council attendance at Council/Committee meetings.

Records and maintains an index of Corporate Policies and Procedures approved by Council.

Maintains and inventories Clerk's office filing system.

Prepare files and paper work for transfer of records to off-site storage facility.

Organizes and maintains office archives.

Conducts archival research by liaising with libraries, historical societies, City departments and other appropriate sources of information.

Assists public with Assessment Roll inquiries and prepares certified copy of assessment roll as required.

Maintains a Library of documents, studies and publications for the Corporation.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

## **QUALIFICATIONS**

1. Developed understanding of records management and previous data entry experience related to duties listed above normally acquired through a combination of education in records management, library studies and work experience.
2. Prior experience with an Electronic Document and Records Management System (EDRMS) would be an asset.
3. Experience in a Microsoft Office computerized environment. Working knowledge of Microsoft Outlook, Word, Excel, Access and Web page programs. Ability to conduct Web searches. Ability to input, retrieve and manipulate data at an acceptable speed (50 wpm) as well as ability to develop and maintain databases. Proficient in keyboard skills with emphasis on accuracy.
4. Knowledge and a keen understanding of the responsibilities and services provided by municipal government.
5. General knowledge of Provincial Acts & Regulations (Municipal Act, Municipal Freedom of Information and Protection of Privacy Act, Vital Statistics Act, Landlord and Tenant Act, Ontario Building Code) and Federal Legislation (Land Registry).
6. Previous administrative experience in a customer service capacity related to the duties listed above normally acquired through a combination of education and work experience.
7. Strong interpersonal and communication skills. Excellent people skills with an emphasis on customer service

and the ability to deal with difficult people.

8. Excellent time management and organizational skills. Work planning and priority setting within defined timelines.