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**Job Title:** Records Retention and Public**Location:** Main Office

Information Act Manager

**Job Status:** Full-Time**Department:** Executive Services**Job Grade:** 608**Reports To:** General Counsel & Chief Ethics Officer**Date Created/Updated:** 4/13/2023**Pay Status:** Exempt

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### Position Summary

The Records Retention and Public Information Act Manager is responsible for managing all aspects of NBU's records management program and administering NBU's Public Information Act program as required by federal, state, and local laws and regulations.

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### Essential Duties & Responsibilities

- Manages and oversees the Records and Information Management ("RIM") program at NBU, which includes maintaining NBU's physical and electronic records in accordance with federal, state, and local laws and regulations.
- Monitors, manages, and maintains NBU's full record life-cycle for both physical and electronic company records.
- Ensures physical and electronic records are properly stored, indexed, digitized, and destroyed according to the policies and procedures of the NBU RIM program and federal, state, and local laws and regulations.
- Collaborates with the Information Technology Department to ensure proper and consistent use of an approved enterprise technology platform for records retention, maintenance, and destruction.
- Coordinates a regular review of records retention practices at NBU to ensure that the organization is following adopted retention schedules and records management policies.
- Conducts an annual review of the retention schedules, revises as necessary to reflect current regulations, systems, and operating conditions. Reviews operational audits to access compliance. Reviews and evaluates the efficiency of the program. Provides periodic and ad hoc reports to Records Committee and Executive staff as requested.
- Maintains, updates, and distributes the Records Management Policies and Procedures Manuals and related documentation.
- Cooperates and acts as a liaison between other departments and managers. Assists in the coordination of the process for applying Records Hold Orders with Legal department. Suspends records destruction as a result of legal inquiry (internal and external), legal orders, litigation, government investigation or audit.
- Oversees records liaison program and provides training and direction to records liaison officers.
- Provides records management advice and expertise during projects involving selection, implementation,

and/or operational management of electronic and non-electronic records management systems.

- Manages NBU's public information request response program by controlling the receipt of requests; entering, reviewing, assigning, and saving NBU's electronic file copy of each request along with any and all attachments; clarifying, cost estimation and calculation; tracking and monitoring requests to ensure timely completion of all requests.
- Manages NBU's public information web portal and email account and provides technical support to legal staff, as well as external customers; coordinates resolution of requestor complaints to Attorney General's Office.
- Provides advise and support to internal departments within NBU and external customers regarding Public Information and Non-Public Information topics. Consults daily with NBU staff regarding procedure and requirements.
- Maintains, updates, and distributes the Public Information Act Policy and related documentation.
- Keeps informed of developments in the field by learning new systems, procedures, and processes associated with records and document management and the Public Information Act.
- Communicates regularly with the organization and its employees to inform them of decisions and changes to policies and procedures and changes in recordkeeping and Public Information Act laws. Develops education and training opportunities pertaining to records management and Public Information Act for all employees.
- Performs other related duties as required.

## **Supervisory**

- Assists with hiring process & responsible for coaching and training personnel on all aspects of division processes.
- Assist with promoting a positive work environment and encouraging teamwork to accomplish results.
- Responsible for completing performance reviews, counseling, performance improvement plans and recommending disciplinary action for direct reports.
- Prepares staff schedules, approve & monitor leave requests to ensure adequate coverage, backs up duties when needed.
- Assists staff with escalated issues or special projects as needed.
- Assist with creating and monitoring operating budget for department.
- Ability to communicate effectively both in written and oral modes.
- Promote open communication with direct reports to enhance teamwork.
- Promote support and participation in meeting NBU Strategic Plan goals.
- Ensure personnel are safety conscious and adhere to NBU safety guidelines and practices at all times

and in all situations

- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices; participating in professional societies.
- Ensure personnel are safety conscious and adhere to NBU safety guidelines and practices at all times and in all situations

### **Knowledge, Skills, and Ability**

- Possesses positive energy, enthusiasm, flexibility, and confidence.
- Possesses a strong sense of teamwork; ability to work effectively on multidisciplinary teams.
- Prioritizes and organizes work effectively to meet deadlines.
- Understands records retention laws and the Texas Public Information Act.
- Communicates clearly and effectively, both orally and in writing.
- Demonstrates proficiency with technology.
- Highly developed skills including issue identification, analysis and resolution through supervision, coordination and use of internal and external staff and legal counsel.
- Self-directed with ability to learn role, responsibilities and organization culture quickly.
- Commitment and adherence to the mission of NBU.

### **General Responsibilities**

- Maintains regular attendance; leave schedule should be managed so as not to interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable.
- Adheres to NBU safety guidelines and practices at all times and in all situations.
- Maintains a clean and safe work area, office, field site, and vehicle as applicable.
- Maintains strict confidentiality of business, employee, and customer information in written and oral communications and safeguards sensitive documents.
- Develops and maintains effective customer service skills for communications with co-workers, customers, and the public in general.
- Adheres to NBU policies and procedures.
- Exemplifies NBU Core Values.
- Participates in and supports initiatives to reach annual priorities and NBU key performance measures.

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## Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study:

Work Experience Time Frame: Three Years or More

Other: [Click or tap here to enter text.](#)

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## Certification and Licensures Requirements

Certified Records Manager (CRM) a plus.

Experience in the legal field a plus.

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## Other Minimum Qualifications

Detailed understanding of all aspects of records management, records retention, documents management, and classification structures. Excellent customer service and communications skills with the ability to write and express ideas clearly.

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

[Click or tap here to enter text.](#)

## Experience with Machines, Tools, Equipment and Other Work Aids

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## Physical Demands

**Standing:** Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

**Fine Dexterity:** Constantly

Computer Keyboard

Telephone Keypad

Calculator

Calibrating Equipment

**Walking:** Occasionally

To Other Departments/Office/Office Equipment

Around Worksite

**Carrying:** Occasionally

Supplies



Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

**Primary Work Environment:** Office Environment

Other: Sitting, standing, walking required of a general office position

## Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly

Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly

Very Heavy - Exerting 50 pounds constantly

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### Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee's Signature

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Employee's Printed Name

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Date