



Position description Public Records and Office Specialist

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| Position: Public Records and Office Specialist | Reports to: HR & Administrative Services Manager |
| Department: Administrative Services | Program: N/A |
| Last revised: November 2024 | Position type: Non-exempt |
| Telework: Full time in office | Job grade: 25 |

Position purpose

The purpose of the position is to assist the Public Records Officer with the organization’s records management program and in processing and responds to public records requests, including but not limited to the exemptions, redactions, and appropriate documentation in accordance with Washington State Public Records Act. The position provides back-up to the administrative team, completing a wide range of administrative and office support duties for all departments and programs of the organization.

Essential duties and responsibilities

- Assist the Public Records Officer in processing public record requests including gathering and reviewing records to determine if they are responsive
- Assist the Public Records Officer in applying record redactions and creating exemption logs, when appropriate and in accordance with RCW 42.56
- Provide back up with public records request tracking system to ensure timely response to record requests in accordance with RCW 42.56
- Perform searches of electronic and hardcopy records responsive to requests, within specified criteria and under the direction of the Public Records Officer
- Prepare records production by converting records to formats that are accessible by the public
- Work with manager to ensure processes working with HIPAA data are secure and complete all tasks in alignment with policies and procedures
- Provide support in performing file audits to ensure compliance with records retention schedules
- Provide support in the management and destruction of records in accordance with the retention schedules
- Assist in the development of staff public records and records management trainings
- Participate in meetings and training opportunities with relevant professional organizations, as approved
- Serve on the internal Records Committee
- Copy, scan, file, and/or organize records as needed
- Provide back-up for front-desk coverage, as needed, by managing a multiline phone system, greeting guests
- Provide back-up coverage of processing mail, checks, and other documents with accuracy to ensure confidential and HIPAA protected information is properly handled and secured
- Assist with projects related to the organization and preservation of historical documents
- Complete other duties as assigned or self-initiated with supervisor approval

Knowledge, skills, and abilities

- Consistently ensures work is performed without errors, maintaining a high attention to detail and accuracy
- Skilled at using Microsoft 365 office products, Adobe Pro, and other proprietary systems
- Ability to use discretion when dealing with confidential and sensitive information
- Knowledge of the Washington State Public Records Act
- Ability to work as a member of a team and to collaborate on organizational initiatives
- Demonstrate strong judgement and decisiveness within the scope of established policies and procedures, ensuring adherence to standards

- Skilled communicator with the ability to communicate orally and in writing clear and to the point, enhancing efficiency and understanding
- Ability to effectively prioritize tasks, manages time, and utilizes resources to ensure work with completed on schedule
- Proficient knowledge of business English and letter writing, punctuation, grammar, proof reading, spelling and arithmetic
- Ability to model the organization's high standards of quality customer service to all internal and external customers; represent AWC in a positive professional manner, while using tact, discretion, and courtesy
- Demonstrate a commitment to diversity, equity, inclusion, and belonging through continuous development, modeling inclusive behaviors, and proactive management of personal bias
- Protect the confidentiality, integrity, and availability of data, assets, and services through understanding of and adherence to all security and data privacy policies and practices
- Maintain regular and predictable attendance and punctuality
- Maintain a professional appearance and conduct appropriate to an office and online setting

Working conditions

- Work performed primarily in an office setting
- Sedentary in nature, prolonged periods of sitting at a desk and working on a computer
- Must be able to lift and carry up to 30 pounds at times
- Work may involve standing for long periods, stooping, repetitive motions with hand, wrist and fingers
- Driving an automobile may be necessary, incumbent may spend prolonged periods in a vehicle

Employment requirements

- Two years' experience in administrative support with emphasis on document management
- Associate's degree or combination of education, experience and proven success in a similar role

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required for this position. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions and duties of the position.

Employee's signature

Date

Employee's name (please print)