

Update

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

ARC Operations Coordinator

Current Class

Administrative Support 4

Job Focus

Corporate Services

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

DIP/DCM/Records & Storage/Trans, Storage & Disp.

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Operations Supervisor

Supervisor's Current Class

Administrative Support 6

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2023-03-13

Responsibilities Added:

No responsibilities added

Responsibilities Removed:

Maintenance of computer tape program- program no longer valid

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Operations Supervisor is a member of a large records management program and assists with the daily storage and management of records, as well as helping clients retrieve their required records. The main duties of this position are locating and retrieving records; labeling and shelving records; sending records to clients and other file rooms; and disposing of records in consultation with clients and

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

- 1. Receive, sort and shelve large volumes of records from various government departments for paper, microforms and electronic media by:**
 - Receiving various new accessions as scheduled by the Operations Support Unit
 - Sorting, labelling and shelving all incoming accessions in their proper numerical sequence
 - Reporting any discrepancies to Operations Support Unit
- 2. Receives and processes incoming request for reference services from various government departments for paper, micro-forms and electronic media by:**
 - Receiving requests for information from all departments through ORRS (Online Records Retrieval System)
 - Obtaining from the requester all appropriate information and documenting the reference request forms
 - Ensuring that the requester are authorized to receive information from specific accession by verifying access through ORRS
 - Compiling all incoming requests by departments through ORRS
 - Retrieving the requested documents and microforms in accordance with the records management procedures
 - Ensuring that the outgoing records are properly packaged prepared for delivery using one of the various courier services available and completing the pickup and delivery documentation forms
 - Completing the registration form for out of town deliveries
 - Maintaining daily scheduled pick-up and delivery requirements
- 3. Receives and processes incoming refiles and request for re-activation coming from various (all government departments for paper, micro-forms, computer tapes and disc by:**
 - Receiving from messenger or courier records to be refilled and requests for re-activation of dormant information previously retrieved
 - Tabulating total number of refiles or files to be re-activated by department and entering information in the reference activity register
 - Arranging records for refile or re-activation in numerical order by ARC location number or row number
 - Filing records sequentially by row number, extracting charge-out cards and inserting records
 - Properly disposing of any copies of reference request forms accumulated as a result of refilling
- 4. Assists in the disposal of records by:**
 - Removing shelved records for disposal as directed by the Operations Supervisor
 - Segregating materials designated for selective retention by Provincial Archives
 - Verifying box content descriptions against records transfer form as required
 - Verifying ARC location numbers and space released for storage
- 5. Performs other duties as required such as:**
 - Maintaining the Records Centre covering 100,000 square feet of warehouse space i.e. box repair, removal of pallets etc
 - Compiling monthly statistical reports
 - Compiling research information or statistics for various government departments
 - Ensuring that routine maintenance is carried out on electric vehicles such as multi-level order selector, forklift etc;
 - Assisting the Records Centre Operation Support unit as required
 - Participating in after hours retrieval of records and information where necessary
 - Maintaining an awareness of all safety regulations that apply to operation
 - Maintaining good warehouse security
 - Office duties such as photocopying, printing labels, telephone request

Problem Solving

Typical problems solved:

Position rotates through four functional areas of the records program:

- Requests for records
- Refiling of records
- Labelling and shelving of records
- Disposing of Records

Responsibilities related to retrieving records; refiling records; storage of records and disposing of records. Position interacts with several computer records systems such as IRIS in the performance of its duties. All operating decisions are made within established procedures, standards and policies. Position is required to prioritize its workload in order to handle important rush requests. Creativity and flexibility is required with this job to be able to do research in various classification systems in order to locate active/inactive/destroyed records for retrieval. Ability to communicate effectively with clients to obtain information required to retrieve records. Flexibility is also required to adapt to various new tasks and priority situations.

Types of guidance available for problem solving:

IM policy instruments and operating procedures.
Service Catalogue

Direct or indirect impacts of decisions:

Ensuring records under legal hold or responsive to FOIP requests are not sent for destruction which could risk the GoA's reputation or legal position.

Key Relationships

Major stakeholders and purpose of interactions:

Supervisor:

- New or non-routine procedures
- All matters of a complex nature and inquiries beyond the scope of the incumbent
- Conflicts of any nature

Clients:

- Interacts directly in their request for a required record and to explain records management processes.

Peers:

- Interacts with various records management governing bodies, professional associates, and service providers.

Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|---------------------|-------------|-------------------------------|-------------|
| High School Diploma | | | |

If other, specify:

Experience in warehousing and materials handling.

Job-specific experience, technical competencies, certification and/or training:

- Must be able to operate an order picker and a forklift also a manual and electric pallet jacket.
- Incumbent will be using packaging equipment such as a bag sealer.
- Must be willing to go as high as 25 feet using an order picker.
- Average boxes weigh 35 pounds; some weigh as much as 80 pounds, so heavy lifting is required.
- Creativity and problem solving abilities.
- Ability to work in a team environment or independently.
- Knowledge of distribution warehousing techniques.
- Excellent research and analytical skills.
- Ability to multitask.
- Ability to adapt to changing environments, new technological processes, systems and procedures.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

| Competency | Level | | | | | Level Definition | Examples of how this level best represents the job |
|----------------------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|--|---|
| | A | B | C | D | E | | |
| Develop Self and Others | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports | <p>A commitment to lifelong learning and the desire to invest in the development of the long-term capability of yourself and others.</p> |
| Build Collaborative Environments | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others | <p>Contribute to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes.</p> |
| Drive for Results | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiples priorities • Operates within APS value system | <p>Knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of the organization, while maintaining accountability to each other and external stakeholders.</p> |
| Agility | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and | <p>To anticipate, assess, and readily adapt to changing priorities, maintain resilience in times of uncertainty and effectively work in a changing environment.</p> |

| | | | |
|--------------------------|--|--|---|
| | | support to change appropriately <ul style="list-style-type: none"> • Works creatively within guidelines | |
| Creative Problem Solving | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Is open to new ideas and breaks problems down to identify solutions: <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems | To assess options and implications in new ways to achieve outcomes and solutions. |