
JOB DESCRIPTION: MANAGER, RECORDS AND FACILITIES

DEPARTMENT:	Board of Trustees/General Counsel	REPORTS TO:	Professional Standards Director
JOB CLASS:	Manager	PAY GRADE:	19
EXEMPT STATUS:	Exempt	DATE:	10/27/2015

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Manager, Records and Facilities is responsible for performing administrative and physical required to maintain operational and safety effectiveness of all FLVS facilities and employees, both at the Virtual Learning Center as well as remote sites. The Manager, Records and Facilities manages the FLVS Disaster Plan for all departments and the safety of all employees. The Manager also coordinates all Facilities projects and future developments, such as relocating the VLC to a new site; leasing space to external organizations not fully utilized by the school. The Manager supervises the Material and Inventory Technicians in overseeing all tangible property as outlined in Florida Statute and develops and maintains asset tracking system. The Manager forecasts operating expense cost plan with outside agencies in order to maintain the budget. The Manager also supervises and coordinates cleaning and maintenance of the facility; coordinates and evaluates all remodel and repair projects for the property; and that all work adheres to established safety standards, building codes and regulations, and legal guidelines where applicable.

ESSENTIAL POSITION FUNCTIONS:

- Serve as the district's IRMS resource person and consult with various divisions, departments, and outside agencies in Records Management
- Manage and oversee all Public Records Requests and Subpoenas as they relate to the organization per F.S. 119.
- Manage and oversee the operation and maintenance of the Records and Information Systems including creation, receipt, storage, retrieval, and disposition
- Confer with vendors; make evaluations and recommendations of equipment for purchase to management; may participate in the negotiation of vendor contracts and agreements
- Prepare and present Records and Information Management programs to management and user organizations, as needed
- Supervise and/or conduct training for staff, schools and user department to ensure system standardization; conduct annual workshops for school records clerks at all levels
- Oversee special projects and applies a working knowledge of Records and Information systems and their applications to include but not limited to forms management, micrographics, reprographics, and mail management
- Prepare and submit to the Florida Department of State, Bureau of Archives and Records Management, retention schedules and records destruction requests, to facilitate the inventory, retention, microfilming, scanning, and/or destruction of all school records
- Liaise with the Information Technology department to maintain the integrity and security of the school's records management system and processes

- Process school district and public requests for records by providing access to documents (certified, official and/or regular copies) in a timely manner
- Administer Inventory and Material policies and procedures, answer questions, and resolve problems of personnel participating in these activities
- Manage the receiving, inventory, and distribution of items purchased by the organization
- Ensure that all materials, equipment or supplies for distribution to staff are processed expeditiously
- Liaise among departments, functions, or groups within the organization; communicate information to appropriate personnel including policy and procedure discussions with staff
- Process incoming goods (including capital equipment) from vendors; may include maintaining warehouse or stockroom, and inventory control and deliver materials, supplies, and equipment to departments
- Maintain computerized inventory records, such as delivery, product quality or performance, and inventories
- Discuss defective or unacceptable goods or services with inspection or quality control personnel, users, vendors, and others to determine source of trouble and take corrective action
- Plan, organize, and complete complex tasks and evaluate results
- Manage and oversee all requested facilities-related projects and repair proposals to General Counsel for approval, and oversee project/repair processes to ensure work performed adheres to property management's contractual obligations; coordinate building maintenance and cleaning needs with property management vendors
- Manage staff in the functionality of all daily infrastructure failures, and problem areas
- Manage and develop, the accuracy of FLVS's Forms Management Program, receive requests for form authorizations, coordinate and serve as a committee member of Forms
- Manage meetings, develop and coordinate distribution of the school's Forms Management Handbook
- Manage the daily facilities tasks, and security including, but not limited to, parking lot issues, building access issues, moving and storage, deliveries, office/cubicle assignment, capital improvements, facility-related purchases including the set-up of office furniture and general facility-related complaints, incoming mail, and inventory of all equipment.
- Research technology and make appropriate recommendations that would improve services in Records Management
- Coordinate and assist others in storing, retrieving, checking, correcting, and when required, copying documents to both paper and electronic
- Monitor adherence to legal and company requirements related to retention, dissemination, access, storage, and security of information in files
- Establish records retention and destruction schedules in conformance with legal guidelines and professional practices
- Oversee the process of employment applications to ensure compliance of the staffing department, and develop courses of action to correct errors
- Coordinate and compile data from personnel records and prepare reports as required
- Respond to subpoenas specifically related to retrieving and presenting records in court as prescribed under Florida Statue 119.011(11) and 257.36(5)
- Develop and monitor the Florida Virtual School Disaster and Emergency Evacuation Plans ensuring the safety of all employees and develops with departments their Business of Continuity Plans as required under the direction of FEMA
- Liaise with employees, management, and vendors regarding requested facilities operations. Conduct FLVS inventory audits

- Assist RMLO with obtaining all financial information required to comply with public records requests
- Maintain security profiles assigned to users of business systems by regularly reviewing the users assigned to the profiles, auditing access logs, creating new profiles, updating existing profiles and deleting obsolete profiles
- Maintain the enterprise master inventory of equipment, supplies and capital assets Prepares an annual budget for assigned area; develops a long-range department budget Read and interpret layouts, blueprints, and drawings as needed
- Serve on related professional district committees and participates in seminars and conferences pertaining to records management, as required
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's Degree; or equivalent combination of education and relevant experience
- Possess Certification as a Florida Certified Records Manager

Experience:

- Five years' records management experience in education or public sector
- Two years' leadership, supervisory and/or management experience
- Three years' human resources generalist experience, preferred

Knowledge, abilities and skills:

- Experience with Content Management Systems
- Experience with the development of an Electronic Records Keeping System (ERMS)
- Experience as a Project Manager at the Organizational Level dealing with multiple departments and levels
- Experience in writing policy and procedures at the organizational level
- Thorough knowledge of the organization, operation, and governing laws and regulations
- Advance knowledge of research techniques
- Ability in strategic and innovative thinking processes
- Excellent organizational skills
- Possesses excellent written and verbal skills
- Possesses strong interpersonal, leadership and motivational skills
- Ability to maintain confidentiality
- Ability to exercise independent judgment to adopt or modify methods and standards to meet assigned duties

- Strong knowledge of the principles and practices of records management and the State and District guidelines
- Possesses knowledge of computer operation and office software
- Ability to organize, prioritize, and schedule work assignments
- Requires strong communication and teaming skills
- Ability to function effectively in a high demand environment
- Fundamental working knowledge of concepts, practices and procedures and ability to apply in varied situations
- Firm working knowledge of concepts, practices and procedures and ability to use in varied situations
- Comprehensive knowledge of theories, concepts and practices and ability to use in complex, difficult and/or unprecedented situations

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems</i></p>	<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations</i></p>
<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>	<p>FUNCTIONAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively</i></p>

MANAGER COMPETENCIES FOR SUCCESS:

<p>COMMAND SKILLS</p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p>CONFLICT MANAGEMENT</p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
<p>LISTENING</p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without</i></p>	<p>MANAGING DIVERSITY</p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without</i></p>

<i>interruption; Can accurately restate the opinion of others even when he/she disagrees</i>	<i>regard to class; Supports equal and fair treatment and opportunity for all</i>
<p>DEVELOPING OTHERS</p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p>TIMELY, QUALITY DECISION MAKING</p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p>PROCESS MANAGEMENT</p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p>TEAM BUILDING</p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p>MANAGING & MEASURING WORK</p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p>COMFORT AROUND HIGHER MANAGEMENT</p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>
<p>MANAGERIAL COURAGE</p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Ability to perform physical activities such as bending, lifting, pulling, pushing and carrying up to 25 lbs

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.