



JOB DESCRIPTION: RECORDS SUPPORT REPRESENTATIVE

DEPARTMENT:	Board of Trustees/General Counsel	REPORTS TO:	Manager Records & Facilities
JOB CLASS:	Support Representative	PAY GRADE:	14
EXEMPT STATUS:	Non-Exempt	DATE:	7/25/2017

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 Records Support Representative assists in legal research and processes incoming mail, legal records, and subpoenas. The Records Support Representative assists with systems administration of the Electronic Records Management System (ERMS) and coordinates with FLVS departments on records maintenance.

ESSENTIAL POSITION FUNCTIONS:

- Under direction from Manager Records & Facilities, review litigation holds, research case law, write findings and provide recommendations in support of the Board Legal Department
- Open, sort, review and process incoming mail, district and public records requests, and subpoenaed records requests in compliance with federal, state and local laws
- Prepare documents and complete special projects for Board of Trustees/Board-Legal accordingly
- Perform duties as backup to the FLVS Postal Clerk during absences
- Review and ensure that all FLVS board meetings are posted in accordance with Florida Sunshine Law and notify Senior Director of Professional Standards when in noncompliance.
- Perform duties as assistant systems administrator to the Electronic Records Management System (ERMS) including resolving technical issues and maintenance with vendor; creating training tools for FLVS staff, and assist in the development and implementation of new ERMS modules
- Update Standard Operating Procedures (SOP) on Records Management as required with new changes due to State legal changes, to stay in compliance with Florida Statute 119
- Coordinate with all FLVS departments on scanning, uploading, storage, retention, and destruction of records as instructed by Manager Records & Facilities.
- Scan documents into electronically stored databases as directed by the Manager Records & Facilities
- Ensure the compliance of IT storing back-up computer data on exited employees to the appropriate server until retention of documents is met
- Develop and maintain the Electronic Records Retention Schedule in accordance with State Law ensuring all changes are made when required, ensuring the Manager Records & Facilities are advised of any changes and or updates for final approval
- 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:

- Associate's degree; or equivalent combination of education and relevant experience
- Able to obtain certification as a Florida Certified Records Manager within 3 years of employment
- Able to obtain Florida Public Notary with 12 months of employment

Experience:

- Two years' legal office/clerical/or previous records management experience
- Experience in public sector, preferred

Knowledge, abilities and skills:

- Knowledge of Microsoft Office products and general computer skills
- Strong, demonstrated attention to detail
- Effective written and verbal communication
- Strong interpersonal skills
- Excellent organizational skills, such as scheduling and preparing materials on a timely basis
- Ability to organize, prioritize and meet aggressive deadlines

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; 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 in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; 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 style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful 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; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL 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 and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
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<i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	<i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

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
- Light physical activities and efforts required working in an office environment
- Ability to lift on occasion boxes weighing 50 pounds

(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.