

NEW CASTLE COUNTY GOVERNMENT

Number 0098

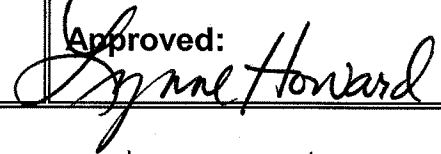
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CLASS SPECIFICATION

Date 06/22/10

Title: CENTRAL SERVICES TECHNICIAN

Approved:



GENERAL STATEMENT OF DUTIES: Plans, directs, coordinates and performs records management functions/programs and a variety of other administrative and technical duties; supervises the daily operations and staff of the records management section, print shop and mail room; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs various supervisory, administrative and operational activities in the areas of records management (including electronic/e-mail documents), printing and duplicating, inventory control, and monitoring of the County-wide mail processing and delivery system. This employee trains and supervises employees in carrying out these functions and recommends improvements. This employee performs related administrative duties and carries out special projects as directed. An employee in this class develops, coordinates, implements and maintains the County's records management program. This employee serves as liaison to the State Bureau of Archives and coordinates records retention with County departments. Work is performed in accordance with records management standards and applicable regulations. The employee makes independent decisions concerning the records management function and works under general supervision.

EXAMPLES OF WORK: (Illustrative Only)

- Makes adequate provisions for maintaining and safeguarding inactive and vital records;
- Analyzes the rate of reference for records and adjusts retention schedules and related usage and trends of all central services to project short and long-range needs;
- Arranges for transfer and removal of records and serviceable and unserviceable equipment;
- Supervises and evaluates print shop, records management and mailroom functions and projects and develops/implements policies and goals;
- Conducts inventories of inactive records and County equipment;
- Conducts training of Central Services staff and authorized departmental custodians/personnel;
- Prepares reports as required;
- Participates in budget preparation and oversees expenditures for Central Services Division;
- Uses a variety of computer software programs and cataloging systems that include scanning/indexing of county documents and document tracking;
- Manages County's compliance with electronic record retention and email privacy, legal and operational rules and guidelines;
- Serves as liaison between the County and the State of Delaware Bureau of Archives;
- Surveys and analyzes filing systems and procedures for effectiveness and efficiency;
- Performs records appraisal to determine value;
- Coordinates with Risk Management the development and implementation of safety protocols in records management, print shop and mail room and mail room operations;
- Oversees contractual services, prepares specifications and monitors performance of contractors; helps to establish, interpret and administer standards of effective service;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

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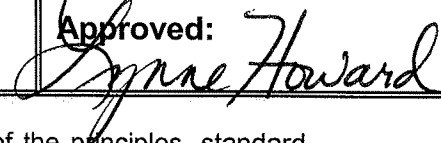
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CLASS SPECIFICATION

Date 06/22/10

Title: CENTRAL SERVICES TECHNICIAN

Approved:



REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of the principles, standard practices and techniques used in records management including inventory control, electronic document retention, conservation techniques, physical record retention, and data management; ability to use a variety of computer software programs related to document management; ability to supervise others; skill in organizing, directing, coordinating and executing related projects and functions; ability to evaluate procedures and problems and to make valid recommendations; knowledge of and ability to apply county, state and federal laws, rules, regulations, standards, practices and requirements applicable to document management and services; ability to establish and maintain effective working relations with others; ability to communicate courteously and effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS: At least three (3) years experience in records management and inventory control, to include at least one year supervisory experience and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration or a related field; or an equivalent combination of education, experience or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Ability to pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established:	10/05/92
Revised:	03/01/96
Revised:	07/01/97
Revised:	11/01/98
Revised:	05/01/03
Revised:	06/22/10