

POSTION SUMMARY:

Under the general supervision of the Director of the Office of Communications, the ETF Records Officer is responsible for ensuring the Department's compliance with all records and information management laws and rules. The Records Officer is responsible for creating, maintaining, and updating policies and procedures to implement the statutorily required Records Management Program (RMP) (Wis. Stats. §§ 15.04 and 16.61) and analyzing the requirements for all data collection systems and generation of records. This position is the Department's representative on the state's Public Records Board and the Records Officer Council.

The Records Officer serves as the technical expert for the Department's RMP consisting of more than 660,000 active, inactive, and retired imaged participant records; 275,000 closed paper participant records at the State Records Center; more than 1,500 employer records; microfiche records; more than 500 records series and 155 Department specific records retention/disposition authorizations. These records determine a participant's benefit rights and are used to calculate benefit amounts. Record types include, but are not limited to, ETF enrollment forms, applications, beneficiary designations, insurance forms, ledger fiche of earnings and service, historical ledger fiche, correspondence, and other forms.

The Wisconsin Department of Employee Trust Funds is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for achieving the Department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive workforce.

GOALS AND WORKER ACTIVITIES:

- 35% GOAL A: Administration of the Department's Records Management Program (RMP).
- A1. Manage ongoing procedures and reporting of the RMP to be in compliant with statutes and support the Department's strategic and operational plans.
 - A2. Develop, manage, and maintain Department records and forms (manual and automated) and schedules for records retention/disposition authorizations per Wis. Stat. § 19.21.
 - A3. Review and determine which important/critical Department records should be retained, imaged, or destroyed by enforcing the retention and storage requirements of all records to promote paperwork efficiency and compliance with Wis. Stats. §§ 16.61 (4), 16.61 (5), 16.61 (6), and 16.61 (7).
 - A4. Identify, document, and provide input on business processes to mitigate

risks and improve the quality of the RMP.

- A5. Function as the Department's representative on the Public Records Board and the State Records Center to coordinate staff authorization, storage, retrieval, destruction, and transfer of records.
- A6. Review, recommend, and revise Department policies and procedures to achieve statutory requirements of the RMP and the protection of confidential and personally identifiable information per Wis. Stats. §§ 40.07 and Chapters 16 and 19 as amended by 1991 Wisconsin Acts 39, 269, and 317.
- A7. Consult with external stakeholders, such as the Wisconsin Historical Society, Attorney General's Office, Legislative Audit Bureau, and the Department of Administration in managing the RMP.
- A8. Prepare and manage annual budget for records storage and other costs associated with the RMP.

30% GOAL B: Coordination of Internal Records and Forms Programs and Process.

- B1. Provide expert consultation on the management of department records and forms and publications databases and repositories (e.g., SharePoint, shared drives, etc.).
- B2. Serve as liaison between Office of Communications and business areas to modify and/or develop forms and other record types.
- B3. Advise on technology and statute requirements for records and information management.
- B4. Assist in development of systems and processes that support best practices, meet internal control standards, and achieve compliance with statutes for records and information management.
- B5. Identify solutions for the efficient management of information assets and the different phases of the information management lifecycle (e.g., repositories, directories, and SharePoint).
- B6. Serve as primary point of contact for records management issues in Continuance of Governance and Continuity of Operations Planning (COOP) situations.
- B7. Participate as the subject matter expert for Department projects and initiatives affecting all data collection systems and generation of records.

25% GOAL C: Maintenance of ETF's Records Management Program (RMP).

- C1. Provide research and analysis, training, and administration of the Department's RMP.

- C2. Research, review and report on legislation, technologies, and procedure changes that affect the RMP.
- C3. Develop and deliver training on RMP procedures, policies, and best practices.
- C4. Create, review, and modify Department records series for records retention/disposition authorizations (RDAs), in compliance with Public Records Board standards for legal, fiscal, audit, technical, administrative, and historical values per Wis. Stats. §§ 16.61 (13), and 19.31 through 19.37.
- C5. Consult with business units and legal counsel to ensure RDAs are developed, revised, and closed (recognized as obsolete) as needed.
- C6. Maintain Department's State Records Center Inventory and Records Retrieval Authorization List.
- C7. Prepare annual budget projections for records storage and monitor State Records Center billing activity.

10% GOAL D: Performance of miscellaneous duties as assigned.

- D1. Collaborate with internal/external stakeholders to identify solutions to records and information management issues.
- D2. Identify emerging trends in records and information management and new best practices or solutions.
- D3. Maintain active participation in the local chapter of ARMA for knowledge sharing and access to resources.
- D4. Participate in meetings of and work collaboratively with the Public Records Board and Records Officer Council to develop, maintain, and revise general records schedules for use by all state agencies per Wis. Stat. § 16.61 (2)(bm).
- D5. Other duties as assigned.

(Rev. 07/2023)

KNOWLEDGES, SKILLS, AND ABILITIES:

1. Knowledge and skills in applying Generally Accepted Records Management principles.
2. Knowledge of Wisconsin statutes for records and information management.
3. Knowledge of record keeping methods, media, and automation systems.
4. Knowledge and skills in performing records appraisal processes.
5. Knowledge of Wisconsin state government structure and processes.
6. Knowledge of Microsoft Office tools (Word, Excel, SharePoint) and database applications.
7. Attention to detail and accuracy.
8. Strong organizational skills.
9. Effective verbal and written communication skills.
10. Strong analytical and problem-solving skills.
11. Ability to develop and deliver presentations and trainings.
12. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
13. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.