



**STATE OF MONTANA  
SECRETARY OF STATE'S OFFICE  
JOB PROFILE AND EVALUATION**

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**SECTION I - Identification**

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**Working Title: Records Management Assistant**

**Department:**  
Secretary of State

**Class Code Number: 436134**

**Division/ Bureau:**  
Records Management

**Class Code Title:**

**Section/ Unit:**

**Pay Band: 4**

**Work Address:**  
1320 Bozeman St  
Helena, MT 59601

**Position Number: 66507**

**Phone: 406-444-9003**

FLSA Exempt

X FLSA Non-Exempt

**Profile Completed By:**  
Joe DeFilippis

**Work Phone:**  
406-444-9009

***Work Unit Mission Statement or Functional Description:***

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into five bureaus: Elections, Business Services, Management Services, Administrative Rules, and Records Management.

The Records Management Division administers the state's Records Center, provides document conversion services in the areas of microfilming and scanning and serves as an education and training resource to governmental entities, all which promote efficient and cost effective records and information management practices.

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***Describe the Job's Overall Purpose:***

This position serves as Records and Information Management (RIM) assistant to the Records Management Deputy and directly provides administrative and technical support services for the Records and Information Management Division at the Secretary of State's office. This position oversees the Records Management database (SIMPLE) to ensure accessibility and security at the SOS RIM. Reviews the division's accounts receivable program to recover costs commensurate with the Records Center and Document Conversion Section's services. Provides training, technical assistance, and guidance to a variety of internal and external customers. Assists Deputy with State Records Committee responsibilities. This position reports directly to the RIM Deputy.

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***SECTION II - Major Duties or Responsibilities***

- A. This position provides administrative and technical support services for the records and information management division at the Secretary of State's office. Oversees the Records Management database (SIMPLE) to ensure accessibility and security at the SOS RIM Warehouse. 50%**
1. Establishes user accounts, enters security access levels, retention schedules and verifies all data to ensure system integrity and accessibility of information.
  2. Receives, reviews, and enters transmittal applications and/or various work-orders into the SIMPLE database (information entered such as agency name/code, description of contents, start/end year, retention information) and creates barcodes for boxes that are stored in the warehouse.
  3. Tracks records which are pulled out of the records center to ensure proper storage and accountability of those records that have been pulled.
  4. Run and exports a variety of reports and processes work requests from agencies, and verifies related information.
  5. Reports database (SIMPLE) problems or system errors to vendor or SOS IT team. Complete system updates as needed when prompted by vendor or SOS IT. Makes request for system modifications or improvements based on needs of RIM and/or customer requests to the vendor.
  6. Assists agencies in establishing their own records management procedures using state guidelines. Assists them to ensure the protection and storage of essential records.
  7. Provides updates to agencies on changes to records standards, guidelines, and policies that may affect their compliance with state of Montana requirements.
  8. Works with the Disaster and Recovery plan through Dept. of Administration to enter SOS specific data, report on essential records and continuity and ensure compliance with the purpose and standards from Dept. of Admin.
  9. Maintains an up to date emergency and preparedness plan for hard copy records stored at the RIM warehouse following guidelines established by the Department of Administration.

10. Provides input to the RIM Deputy on improvements and efficiencies for various aspects of RIM operations.
11. Provides assistance to the RIM Deputy for the State Records Committee. Participates in meetings and provides technical input for the committee decision making in areas such as disposition of state records, transfers of historical records to MHS, retention schedules, and migration plans.
12. Works with SOS IT to update the SOS RIM web page regularly for State General Schedule and Local Government General and retention schedule information.
13. Documents and maintains current procedures for RIM operations (Records Center, Records Warehouse, and accounting functions).
14. Answers incoming calls, and works with customers to provide information on request, and foster and promote good client relationships.

**B. Reviews the division's accounts receivable program to recover costs commensurate with the Records Center and Document Conversion Section's services. Coordinates multiple billing systems and related activities using knowledge of agency web-based accounting software and the Statewide Accounting, Budget and Human Resource System (SABHRS). This includes monitoring invoices, managing customer accounts and timelines, and coordinating audit responses. 40%**

1. Determines and calculates final production and billable costs before entering items into the billing invoice system providing detailed scrutiny of the billing summary worksheets (RM6, RM7), Records Center Requests (RM11), the Item Quick Report and the established Administrative Rule fee schedule.
2. Verifies that the monthly billing amounts balance using various system reports (Customer Detail Reports, Item 11), prior to distribution of A/R invoices sent out to state and local government agencies and miscellaneous private entities.
3. Balances monthly and fiscal year end revenues (Custom Summary, Item Quick Report and reconciliation reports) between the division's billing system and the Management Services Division's billing system.
4. Utilize web-based On-line Entry and Edit to process and reconcile InterUnit Journals (SABHRS) with internal accounting system by making adjustments and resolving problems.
6. Manages customer service inquiries from customers about interpretations of bills.

**C. Training and Technical Assistance. Provides training, technical assistance and guidance to a variety of internal and external customers. 5%**

1. Trains coworkers on general policies, procedures and methods for administering records management operations at RIM. This includes discussing current priorities, demonstrating use of appropriate sources of information, and assisting in problem resolution. Provides direct on-the-job training when needed.
2. Updates the RIM procedures manual as needed and communicates to RIM staff.

3. Coordinates and conducts verbal and onsite RIM assessments for State and Local Government agencies. Addresses life cycles, records values, storage requirements, records functions, duplication, accumulation, medium, retrieval activities, retention periods, State and Federal regulations, back up and disaster requirements, and disposition methods. Also provides consultation to agencies as needed on technical records issues. Promotes efficient and cost effective processes.
4. Provides training to state agency records custodians, coordinators, and other state and local government employees in regards to developing a responsible and effective records management program based on their individual needs and requirements. This may include specific retention schedules, vital records, off-site repository options, EAP's, and facility and resource evacuation.

**D. Other Duties**

**5%**

This position performs a variety of other duties as assigned by the supervisor in support of the agency mission and work unit objectives. This includes exchanging information with agency staff and the public; providing professional and technical assistance; forms management, manage special projects as assigned; participating in ongoing training and educational programs; representing and supporting the SOS on multi-state working groups and committees; and performing a variety of other duties as directed.

**2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:***

Problems and decisions relate to application deficiencies and analyzing best use of Records Center services; Process improvements to comply with state records and information management policies and procedures; Recommend and implement process improvements between records management system and workflow; Analyze cost/fee inadequacies to determine adjustments needed; Balance monthly receivables to services rendered, when differences arise between agencies; Monthly and fiscal year end (FYE) balancing between agency billing system and SABHRS; Document and implement procedures for the Bureau's Accounts payable and receivable function; Assessing proper determinations and appropriate actions for State Agencies related to retention, storage, preservation and disposition as it relates to the many diverse functions performed by agencies and the value of the records generated or received when performing those functions; Internal training and compliance to ensure proper operational and procedures aspects are followed.

**3. *The most complicated aspect of this position is:***

The most complicated part of the job involves motivating agencies into compliance with Title 2, Part 6, whereas the agency is responsible for the proper and efficient control of its public records. Technology advancements affecting electronic records and the identification and correction of system deficiencies normally due to reorganizations, non-compliance, resource transfers, etc. Provides input to the RIM Deputy to assist in solving complex problems associated with disaster recovery, essential records planning, electronic records, content management, storage of hard copy records, imaging, and continuity planning.

**4. *Guidelines, manuals, or written procedures that support this position include:***

Available guidelines, manuals, and written procedures available to the incumbent include: MCA Title 2, Records Management Procedures Manual, ARM Title 44, SIMPLE Records Manager Manual, SABHRS MINE.

**5. *Which of the duties and/or specific tasks, listed under 1 (above), are considered***

***“essential functions” that must be performed by this position (with or without accommodations)?***

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

Duty A: **Provides administrative and technical support services for the records and information management division at the Secretary of State’s office. Oversees the Records Management database (SIMPLE) to ensure accessibility and security at the SOS RIM Warehouse.**

Duty B: **Coordinates multiple billing systems and related activities using knowledge of agency web-based accounting software and the Statewide Accounting, Budget and Human Resource System (SABHRS). This includes monitoring invoices, managing customer accounts and timelines, and coordinating audit responses.**

Duty C: **Training and Technical Assistance. Provides training, technical assistance and guidance to a variety of internal and external customers.**

Duty D: **Other Duties**

The following mental and physical demands are associated with these essential functions:

**PHYSICAL**

- Lifting (up to 30 lbs.)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Standing on records center ladder to retrieve boxes from high shelving
- Travel within the state to project locations.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

**MENTAL**

- Deal with the public on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing
- Coordinating
- Instructing

6. ***Does this position supervise others?***     Yes     No

**Number directly supervised:**

**Complexity level of the positions supervised:**

**Position Number(s) of those supervised:**

7. ***This position is responsible for:*** N/A

- |   |                                 |                                      |                                     |
|---|---------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Hiring                 | <input type="checkbox"/> Firing | <input type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level  |
| <input type="checkbox"/> Performance Management |                                 | <input type="checkbox"/> Promotions  | <input type="checkbox"/> Discipline |
| <input type="checkbox"/> Other:                 |                                 |                                      |                                     |

8. ***Attach an Organizational Chart.***

ATTACHED

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***SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.***

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**Critical knowledge and skills required for this position:**

**KNOWLEDGE:**

This position requires extensive knowledge of records and information management standards, procedures and practices, database applications, disaster recovery principles, budgetary and financial requirements, project management (time management, meeting deadlines, phase planning), statewide accounting and budgeting system.

**SKILLS:**

This position requires skills in the compilation, analysis and coordination in the areas of:  
database management  
accounts receivable  
writing and oral communication  
accuracy and attention to detail in all aspects of work,  
able to multi-task  
efficiently operating a personal computer using the Office Products or the state's equivalent standard software.

**Behaviors required to perform these duties?**

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly. Maintains a positive work atmosphere by behaving and communicating in a manner that promotes cooperation with customers, clients, co-workers and managers.
- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation. Written work products are appropriate to the intended audience
- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups. Maintains composure and displays restraint when faced with opposition, stress, or hostility from others.

- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others. Strives to create a positive work climate and energizes and inspires others to do their best.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Initiative:** Suggests improvements and new ideas, technologies and approaches to the workflow and Division needs. Willingly applies new and evolving ideas, methods, designs and technologies as changes arise in the office.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.
- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.
- **Attendance:** Arrives on time for work and demonstrates good attendance record.
- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in accordance with the State Ethics policy. Represents self and the office in a professional manner.

**Education:**

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- |   |   |
|---|---|
| <input type="checkbox"/> No education required                | <input checked="" type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent    | <input type="checkbox"/> Related Bachelor's Degree                                  |
| <input type="checkbox"/> 1 year related college/voc. training | <input type="checkbox"/> Related Master's degree                                    |

**Please specify the acceptable and related fields of study:**

**Required/Acceptable:** Business or Office Administration, Information Technology, or Records and Information Management

**Related:**

**Other education, training, certification, or licensing required (specify):**

WORD, EXCEL, Outlook e-mail, web.

**Experience:**

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

No prior experience required  
 1 to 2 years

3 to 4 years  
 5 or more years

**Other specific experience (optional):**

**Alternative Qualifications:**

This agency will accept alternative methods of obtaining necessary qualifications.

Yes  No

**Alternative qualifications include:** Equivalency in education and job-related experience combinations may be considered.

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**SECTION IV – Other Important Job Information**

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Work is performed in a normal office and warehouse environment and supports the state Records and Information Management Program inclusive of all its components. This position oversees the agency compliance with hardcopy records management and fee structuring commensurate with services offered. As a lead worker, this position is relied upon for special project assignments, budgetary recommendations and education/training internally and externally. Must be able to communicate effectively in person, in writing, and over the phone. Employee practices flexibility in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes that may require the employee to work under pressure for long periods of time.

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**SECTION V – Signatures**

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My signature below (typed or hand written) indicates the statements in Section I to IV are accurate and complete.

***Employee:***

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Immediate Supervisor:***

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Deputy:***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Department Designee:***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_