

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
RECORDS PROGRAM ASSOCIATE
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future Records Program Associate positions. This classification specification is not intended to identify every duty which may be assigned to positions allocated to this classification series but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses paraprofessional positions which, for a majority of the time, provide complex administrative support for the records program or the records and forms program for an agency, campus, regional office, or the largest division of a major agency. These positions coordinate and administer the daily operations of the records/forms programs.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions that meet the statutory definition of supervisor or management as defined in s. 111.81(19) and (13), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions that perform professional duties as defined in s. 111.81(15), Wis. Stats., for the majority of the time (more than 50%).
3. Positions that do not, for a majority of the time, support the records/forms program for an agency, campus, regional office, or major division.

4. Positions that perform forms design work for a majority of the time and are more appropriately classified as Forms Technicians.
5. Positions that, for the majority of time, oversee the management of a records/forms program for an agency or campus and are more appropriately classified as Records Forms Management Specialists.
6. Positions that manage the campus records management program at the UW-Madison and are more appropriately classified as Records Officer-UW-Madison.
7. All other positions that are more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Series

Employees can enter positions at both levels within this classification series by competitive examination. Movement to the Advanced level may also be by reclassification, based on achievement of the required training, experience, and the satisfactory performance of the Advanced level work duties.

E. Terminology Used in This Classification Specification

Close Supervision: Implies that the work is performed according to detailed instructions and that supervision is available on short notice.

General Supervision: Implies that the work is performed independently. The incumbent seldom refers matters to supervisor except for clarification of policy.

Limited Supervision: Implies that the incumbent proceeds on his or her own initiative while complying with policies, practices and procedures prescribed by the supervisor. The supervisor generally answers questions only on the more important phases of the work.

Paraprofessional: Work that is similar to or closely relating to and resembling “professional” level work, with a more limited scope of functions, decision making, and overall accountability; it does not have the breadth and depth of true professional work. A paraprofessional employee may perform duties that are a narrow, specialized subset of the professional employee’s duties. A paraprofessional employee does not perform the full range of duties assigned to professional employees, or performs duties of lesser scope, impact, and complexity than duties assigned to professional employees. Paraprofessional duties tend to support the work of professional employees. A paraprofessional employee may carry out or implement plans or projects that are developed, planned, and managed by professional employees. The paraprofessional employee carries out or implements plans or projects based on extensive experience and supplemental on-the-job training rather than on formal academic education in the discipline itself. Paraprofessional work is performed in a narrow or highly specialized area of the overall occupation and requires a high degree of practical knowledge and skill. The experienced paraprofessional employee often works with considerable independence for significant periods of time. This independence, however, does not alter the nature and character of the work, which is to support a professional discipline. A paraprofessional position may have responsibility for

segments of professional level functions but is not responsible for the full range and scope of functions expected of a professional position.

Routine: Work of repetitive nature, a customary procedure without deviation from the established norm. This does not necessarily denote simple work.

Semi-routine: Work that is a mixture of complex and repetitive duties where the majority of the time is spent on repetitive duties.

II. DEFINITIONS

RECORDS PROGRAM ASSOCIATE

This is an entry level position. Positions at this level perform work under close supervision progressing to limited or general. Positions perform paraprofessional duties which, for a majority of the time, provide technical administrative support related to the implementation of the records/forms program for an agency's central office, campus, or regional office. Work includes developing the knowledge of the records/forms program area procedures including technical records/forms assistance, records retention and disposal and records system management. Incumbents learn to independently perform routine to semi-routine program services related to any of the duties listed.

Examples of duties that may be performed at this level are:

- coordinates and administers the daily operations of the records management program
- manages imaged and paper documents/records and utilizes scanning software
- ensures records are maintained accurately and timely
- assists in all operations of incoming documents that are transferred into imaging and workflow systems
- coordinates technical assistance and/or training on records management issues
- assists staff and public on records management policy and procedures by answering and/or researching answers to their questions
- assists staff and public in the use and maintenance of records
- advises staff on appropriate filing procedures and practices for records kept in their area
- ensures records security per state statutes by, for example, controlling the entry and checkout of records
- maintains responsibility for the daily operations of the agency-specific filing program (electronic or hard copy)
- provides informal instruction and guidance to unit staff and others in agency processes and procedures
- applies knowledge of various records management-related statutes, administrative codes, and agency/campus/division policies and procedures to assure all services provided adhere accordingly
- documents records management procedures
- assists in the review to assure that records and/or forms are consistent throughout an agency or campus and conform to state guidelines
- coordinates open records requests from outside agencies, other units of government, and the private sector
- ensures the retention, transfer, and/or disposal of records is in accordance with Retention/Disposal Authorizations (RDAs)

RECORDS PROGRAM ASSOCIATE - ADVANCED

This is the objective level for positions that have the necessary experience, training and knowledge in these duties. Employees work under general supervision to provide specialized administrative and technical program assistance related to the implementation of the records and/or forms program for an agency's central office, campus, or regional office. The work offers support to the professional records/forms management staff and other professionals and requires exercising discretion and judgment. The work may also include backing up records/forms program supervisors or specialists for select duties as well as having defined responsibility for segments of programs delegated by program supervisors or specialists.

In addition to performing tasks at the Records Program Associate level, positions at the Advanced level may also encompass the performance of the following duties:

- provides orientation and/or training to staff on records management policy and procedures
- coordinates the process for receiving and responding to open records requests
- provide ongoing support to staff and public on records management policy and procedures
- participates in drafting and revising internal manuals, policies, and procedures
- oversees the daily operations of the electronic and/or hard copy filing systems
- direct the assignments of a work unit as part of ensuring implementation

Representative Positions:

Regional Office Records Coordinator, Department of Transportation: This position is responsible for administering an effective records management program for the central files operation of a Division of Transportation System Development Regional Office. These positions assist all staff in the region and the public in the use and maintenance of records; directs and advises staff on appropriate filing procedures and practices for records kept in their area; ensures records security per state statutes by controlling the entry and checkout of records; provides orientation and consultation to employees on records management policy and procedures; maintains regional RDAs in conjunction with agency level RDAs; develops and documents all regional records policies and procedures; assists with division-wide records policies; and coordinates work with the agency Records Management Specialist.

Records and Imaging Associate, Department of Employee Trust Funds: This position is responsible for providing administrative support and program assistance to Department staff responsible for administering benefit programs offered to state and local units of government throughout Wisconsin. This involves performing various functions in the Records Management Services Section to maintain both image and paper records. This section is responsible for maintenance of a departmental records management program consisting of imaged participant records; closed paper participant records at the State Records Center; employer records; microfiche records; general records series schedules and agency specific Records Retention/Disposition Authorizations (RDAs).

Records Program Coordinator, Public Service Commission: This position is responsible for coordinating and administering the daily operations of the agency's records management program; providing extensive research in case docketed materials, both for public requests and internal requests; assisting with process improvement and quality control in the Records Management Unit (RMU); and issuing Commission orders. In addition, this position assists in the administration of the daily operations of the Electronic Regulatory Filing Program (ERF) and provides guidance to agency staff and others in agency processes

and procedures. This position must be familiar with various statutes, administrative codes, and all Commission policies and procedures to assure all services provided adhere to relevant codes and statutes.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created effective December 15, 2013 and announced in Bulletin OSER-0348-MRS/SC as a result of the Records/Forms Management Specialist Personnel Management Survey. It was created to describe positions that provide complex administrative support related to the records program for an agency or campus. Positions allocated to this classification series were previously classified as Office Operations Associates and Operations Program Associates.

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