Job Title: Records Manager

Department: Administration
Reports to: Director of Administration & Real Estate
FLSA Status: Exempt
Supervisor: No
Prepared Date: May 2015

Organization Description:
Tides accelerates the pace of social change, working with innovative partners to solve society’s toughest problems. Tides pursues multiple, related strategies to promote this mission. From green nonprofit centers to programmatic consulting, donor advised funds to fiscal sponsorship, grants management to risk management and more, Tides gives donors and doers the freedom to focus on the change they wants to see. For more information, please visit www.tides.org.

Position Summary:
Tides Record Manager is responsible for day-to-day document management including: filing, organizing and retrieving materials. The Manager is also responsible for maintaining and updating policies and procedures, keeping the records database accurate and current and training and assisting staff in the use of our document management system. Beyond paper records, the Manager will play a lead role in migrating Tides to a paperless system.

Reporting to the Director of Administration & Real Estate, the Records Manager is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete assignments and tasks on schedule.

Essential Duties and Responsibilities:

Physical Records Management

- Maintain accurate records for Tides entities: assess, sort, collate, copy, affix labels, sort alpha and numeric, classify, file, store, retrieve, and update, for paper records.

- Create and sustain a Records Database that will be used to accurately locate files in a timely and efficient manner. Regularly update database and ensure that physical files accurately reflect computer records.

- Keep a Records Manual and other written materials current by writing up procedures and documenting any procedural changes.
• Understand all Records Policies and Procedures, including legal requirements and hold protocols, and be able to effectively communicate them to others. Recommend changes and updates to records management systems, procedures and policies as appropriate.

• Scan materials or copy records and examine material for legibility, order and count. Save to accurate location as needed.

• Retrieve stored records at request of staff from throughout the organization and the first responder to the Records Starfish queue.

• See to the regular destruction of records in accordance with Tides’ records retention policy. Organize and oversee an annual organization-wide Shred Day.

• Provide support, education and training to staff to build records awareness and enlist staff support and self-maintenance of records to the highest degree possible within all Tides offices.

• Direct and train staff in use of Tides records management systems, follow best practices and maintain compliance, both hard copy and electronic files.

• Annually archive and create files set for A/R, A/P, G/L, grants and other departments.

• Manage any off-site records storage as needed.

• In partnership with Corporate Secretary/Assistant Secretary in keeping accurate Board data updated, and maintain accurate Corporate Record for Tides entities.

• Manage litigation holds process in partnership with Legal Department.

• Conducts research of department files, database records, hardcopy materials, Internet sites, or other sources as needed.

• Keep up with education and professional development in Records Management best practices, including but not limited to attending ARMA conference annually.

• Lead projects for identifying records, in particular electronic records, with personal or confidential information and develop proper classification for this information.

**Paper to Electronic Migration**

• Collaborate with IT, legal and end-users in planning and converting Tides to electronic-based document environment.

• Implementation of data mapping/classification for all electronic systems/technology, with a focus on understanding system architecture and electronic records repository data. In partnership with IT, work with relevant colleagues at Tides and external partners to develop and implement records management requirements for future electronic documents and records management system.

**Administrative and General**

• Act as Notary Public for Tides. Acquire and maintain current license.
• Coordinate official signatures, collecting from Corporate Officers as required, for organization on contracts, MOUs, grant agreements, and other documents as needed to serve clients.
• Maintain accurate and current Tides information with GuideStar and Charity Navigator and other online portals necessary for organization’s reputation.
• Other duties as assigned.

Knowledge, Skills, and Abilities:
• Ability to hold self and others accountable for high-quality, timely, and effective results.
• Ability to establish and maintain productive and collaborative working relationships throughout the organization.
• Demonstrated commitment to meeting the needs of internal and external clients; ability to strive for high level of satisfaction.
• Strong ability to cooperate and work collaboratively toward solutions that generally benefit all involved parties.
• Demonstrated ability to engage in a direct and truthful manner; ability to present accurate and appropriate information.
• Demonstrated ability to hold information confidential with excellent judgment.
• Demonstrated ability to maintain high-level and consistent work ethic in working relationships and all work related duties.
• Proficiency with Microsoft Office suite of programs and Sharepoint.
• Ability to access, read, and compose clear email communication.
• Ability to take and implement constructive feedback.

Education and Experience:
• Undergraduate degree required, or professional experience equivalent. Library Sciences degree or Records Management Certification preferred.
• Prior experience migrating an organization from a primary paper-based system to a primary electronic system is a plus.
• Prior experience working in a records environment with both internal and external clients is a plus.
• 3+ years of experience in an administrative or records position.

Application Instructions:
Only candidates who meet the above-stated qualifications will be considered. Your resume MUST INCLUDE A COVER LETTER EXPRESSING YOUR INTEREST IN
WORKING TO SUPPORT TIDES AND WHY YOU ARE QUALIFIED FOR THIS JOB. Please submit your application to jobs@tides.org. No phone calls please.

**Equal Employment Opportunity:**

Tides is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, and bilingual and bicultural individuals, as well as members of the lesbian, gay, bisexual, and transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, or medical condition including acquired immune deficiency syndrome (AIDS) and AIDS-related conditions.

**Applicants with Disabilities:**

Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.