

## POSITION DESCRIPTION

### Ministry Responsible for Liquor Distribution Branch BC Liquor Distribution Branch

POSITION TITLE:	Information Resource Administrator	POSITION NUMBER(S):	PC6211
DIVISION: (e.g., Division, Region, Department)	Legal Services & Information Programs		
UNIT: (e.g., Branch, Area, District)	Information, Privacy and Access services	LOCATION:	Vancouver
APPROVED CLASSIFICATION	Clerk R11	CLASS CODE	551103
SUPERVISOR'S TITLE:	Information Resource Officer	POSITION NUMBER	PC6200
SUPERVISOR'S CLASSIFICATION:	AO R24	PHONE NUMBER:	

#### PROGRAM

The Liquor Distribution Branch (LDB) is one of the largest distributors and retailers of beverage alcohol in Canada, generating a net income of approximately \$1.03 billion on annual sales of approximately \$3.16 billion in fiscal 2015/16. LDB has a workforce of approximately 4,000 full and part-time employees, operates 198 retail stores across the province, oversees the operations of approximately 220 Rural Agency Stores and has the role of wholesaler to approximately 700 private liquor retail outlets and 10,000 licensed establishments.

The LDB is a unique government entity that operates with similar independence to a Crown Corporation under the direction of a General Manager and CEO.

#### PURPOSE OF POSITION

The LDB's Information, Privacy and Access (IPA) services department is responsible for records management, privacy and access activities at the Liquor Distribution Branch (LDB) head and area offices, 2 distribution centres and more than 200 retail stores throughout the province. This section develops branch-specific policies and procedures, and ensures compliance with the *Freedom of Information and Protection of Privacy Act*, the *Information Management Act*, the Core Policy Manual and associated central agency directives.

Reporting to the Information Resource Officer, the Information Resource Administrator is responsible for administering the LDB's electronic records and document management system (EDRMS) and Corporate Records Management System (CRMS) as well as offsite records storage and destruction. This position provides second level business support to more than 500 users of the EDRMS and CRMS. This position manages semi-active and inactive physical and electronic records. This position advises LDB staff on the interpretation and application of established records management policies and procedures and access and privacy obligations under the *Freedom of Information and Protection of Privacy Act* and creates and delivers ad hoc and formal training sessions on records management, access and privacy. The Information Resource Administrator also provides administrative support to the Manager of Information, Privacy and Access and the Information Resource Officer for the processing of FOI requests, litigation requests, privacy impact assessments, coordination of privacy and records management training sessions and other records management, privacy and access related activities.

## NATURE OF WORK AND POSITION LINKS

### Nature of Work:

- The Information Resource Administrator supports the business functions of the branch's EDRMS by responding and processing requests related to the EDRMS and paper based corporate records management system (CRMS). This position advises LDB staff on compliance with the *Information Management Act*, information management practices, systems and requirements as well as LDB's access and privacy obligations under the *Freedom of Information and Protection of Privacy Act* (FOIPPA). The Information Resource Administrator reviews applications for off-site records storage and for records destruction, retrieves records from on-site and off-site storage, and creates and delivers ad hoc and formal training sessions on records management, access and privacy. The Information Resource Administrator also provides administrative support to the Manager of Information, Privacy and Access and the Information Resource Officer with FOI requests, litigation requests, privacy impact assessments, coordination of privacy and records management training sessions and other records management, privacy and access related activities.
- This position is also the first point of contact for internal and external privacy inquiries.

**Position Links:** This position reports to the Information Resource Officer. The incumbent must establish, improve, manage and maintain effective relations with the following groups:

- IPA Services (Information, Privacy and Access Manager and Information Resource Officer) - Provides business function support related to the branch's electronic records and document management system (EDRMS) and the paper based corporate records management system (CRMS). Reviews applications for off-site records storage and for records destruction, retrieves records from on-site and off-site storage, and delivers ad hoc and formal records management and privacy training sessions. Provides administrative support to the IPA Manager and Information Resource Officer for FOI requests, litigation requests, privacy impact assessments, coordination of privacy and records management training sessions and other records management, privacy and access related activities.
- All LDB staff – reviews records for retention/destruction and responds to inquiries related to the EDRMS system and software functionality and issues and obligations under FOIPPA; creates and delivers ad hoc and formal records management and privacy training sessions; first line responders to access and privacy inquiries
- BC Liquor Stores and Kamloops Distribution Centre staff – explains requirements for the trail of evidence for destruction of records that meet established standards; creates and delivers ad hoc and formal records management and privacy training sessions.
- Distribution managers – coordinates temporary and secure storage and retrieval of records
- Information Services – conducts and identifies issues with software testing; assists with resolution of system production issues; coordinates file and folder level backup and restores
- Off Site Storage Vendors – arranges pick-up and retrieval of records and resolves discrepancies with inventories and invoicing
- Shredding Companies – arranges for destruction of records and identifies and resolves issues regarding scheduling and invoicing
- External customers - first line responders to access and privacy inquiries

## SPECIFIC ACCOUNTABILITIES / DELIVERABLES

- 1. Provide day-to-day technical, procedural and policy interpretation, advice and training, and review the work of all BCLDB staff to ensure that their activities comply with government and Branch records management standards as well as the Freedom of Information and Protection of Privacy Act**
  - a. Advise branch staff on the interpretation and application of the BC government's and LDB's records classification and retention schedules, classification, storage, security, inventory, disposal and preservation of physical and electronic recorded information, and the use of recorded information management software (EDRMS and CRMS)
  - b. Advise branch staff and external customers on the interpretation and application of the *Document Destruction Act* and FOIPPA
  - c. Research complex issues (e.g. classification, naming conventions, metadata content), identify options within established standards, and actively contribute to the development of the BCLDB records and information management policies, procedures and classification schedules (ARCS/BCLDB-ORCS/BCLDB-ARCS Supplement)
  - d. Ensure that records of value are kept according to approved classification schedules and that records of little or no value are destroyed promptly and appropriately
  - e. Liaise with Department Records Coordinators at Head Office and two Distribution centres, as well as 200 store managers, on matters related to electronic and physical record classification, disposition, retention, access and

privacy.

**2. Maintain and support records management systems (EDRMS, CRMS)**

- a. Perform second level business support to more than 500 users (LDB Support Centre is first level)
- b. Resolve discrepancies relating to system features and business functions; respond to errors or bugs
- c. Test upgrades and modifications and implement at the LDB
- d. Maintain classification tables, organizational units, and categories
- e. Produce monthly and ad-hoc reports (e.g. EDRMS usage, audit history, security)
- f. Maintain the EDRMS master security matrix and apply user permissions, rights and roles to EDRMS content
- g. Implement the functional file classification structure and associated records management (RM) file plan(s)

**3. Provide Administrative Support to the Information, Privacy and Access Office**

- a. Provide administrative assistance with the processing of FOI requests, litigation requests, privacy impact assessments, coordination of privacy and records management training sessions and other records management, privacy and access related activities.
- b. First line responders to access and privacy inquiries from internal and external customers

**4. Deliver formal and informal training sessions**

- a. Create user training guides, presentations and material
- b. Conduct scheduled and ad-hoc training regarding information management, records systems, related applications and access and privacy to various levels within the organization e.g. staff, Department Records Coordinators, Managers

**5. Administer storage and retrieval, and authorization and destruction of records**

- a. Recommend the most effective storage based on cost, frequency of retrieval and storage options available
- b. Provide on-site storage services for LDB records including branch historical records
- c. Search and locate semi-active records stored off-site and in the LDB's custody
- d. Monitor the transfer of records to storage facilities and the destruction of all types of records. When a request is received to dispose of records and it does not meet the policy and standards, this position instructs the requestor to make amendments, reconciles spread sheets; confirms that standards have been met before request is forwarded to the Information Resource Officer for authorization.
- e. Review and monitor retention schedules (tagging) for electronic records prior to disposal actions in the EDRMS
- f. Prepare file listings for department and Information Records Officer approval prior to destruction of electronic records

**5. Implement records management projects**

- a. Plan, direct, organize and monitor the work of store and department staff related to records projects (clean-up, records classification changes, etc.), during organizational change, store closure or re-locations, unit re-assignment, etc.
- b. Transfer records to new responsibility centres after organizational changes
- c. Physically deal with preservation and recovery of records in event of a disaster

**6. Other Duties**

- a. Manage records shredding services for all LDB facilities
- b. Maintain the manual and electronic inventories of all LDB records
- c. Verify and reconcile physical records storage and destruction costs

**FINANCIAL RESPONSIBILITY**

Identifies cost-savings opportunities and alternatives.

Reconciles invoices and determines distribution of costs to departments.

**DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)**

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

**PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)**

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers		Provides formal training to other staff	varies
Lead project teams		Assigns, monitors and examines the work of staff	

**SPECIAL REQUIREMENTS**

Criminal Record Check Required.  
Ability to move and lift file boxes 40-50 pounds.

**TOOLS / EQUIPMENT**

Hydraulic pallet mover  
Computer hardware and software applications  
Information Management Act, BC government Administrative Records Classification System (ARCS), BCLDB ARCS Supplement, BCLDB Operations Records Classification System (ORCS), Core Policy Manual, mostly Chapter 12 on Information Management/Information Technology, BC government Recorded Information Management Manual and LDB Information Management policies and procedures.

**WORKING CONDITIONS**

Occasional exposure to dust from handling archived/old materials and damaged records.

**WORK EXAMPLES**

Provides day-to-day technical, procedural and policy interpretation, advice and training, and reviews the work of all BCLDB staff to ensure that their activities comply with government and Branch records management standards.

Provides day-to-day business support for the EDRMS system which includes; system security and access, folder and records quality control, application of categories for retention, troubleshooting and resolving Support Centre tickets, creation and the update of training materials, the review and generation of various system reports, and conducting system testing from the business perspective.

Additional work examples detailed in Nature of Work/Position Links and Specific Accountabilities/Deliverables.

**PREPARED BY**

NAME: Manami Calvo	DATE: August 3, 2016	
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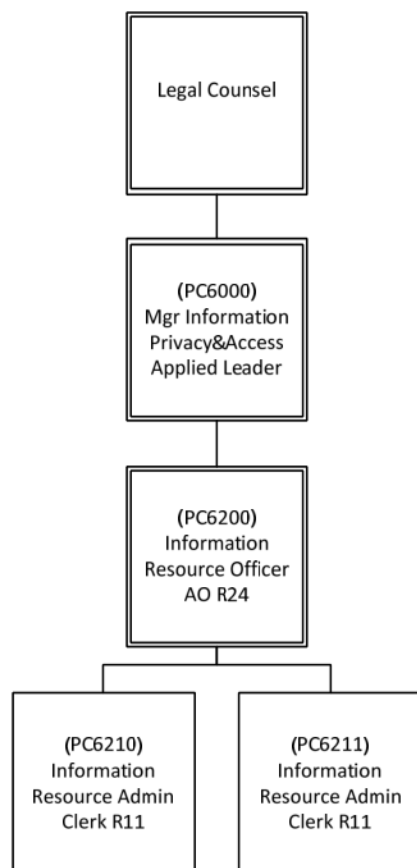
**EXCLUDED MANAGER AUTHORIZATION**

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective August 2016.
2. the information in this position description reflects the actual work performed
3. a copy has / will be provided to the incumbent(s)

NAME: Manami Calvo	SIGNATURE:	DATE: August 3, 2016
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## ORGANIZATION CHART



## SELECTION CRITERIA

### Education/Experience

Recent work experience in an office/administrative environment that includes using and maintaining physical and electronic filing systems; formal recorded information management training and/or experience with records management systems preferred; experience processing Freedom of Information requests an asset

### Knowledge

Knowledge and understanding of information management principles and practices.

Knowledge and understanding of technologies related to recorded information management.

Knowledge of the *Information Management Act* and the *BC Freedom of Information and Protection of Privacy Act* an asset

### Skills/Abilities

Excellent oral and written communication skills, demonstrated by proven ability to communicate clearly and concisely.

Proven ability to multi-task and work well under pressure and time constraints efficiently and independently.

Ability to provide business and technical software support.

## COMPETENCIES

**Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

**Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.

**Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

**Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

**Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.