

JOB DESCRIPTION

JOB TITLE	Records Information Management Assistant
JOB LEVEL	B
DEPARTMENT	Director's Services, Board Services
SUPERVISOR	Privacy Advisor

POSITION SUMMARY

The Records Information Management Assistant provides organizational support by responding to inquiries, processing Ontario Student Records and attestation letter requests, preparing various reports and documents, and providing guidance to the Records Information Management Clerk in the absence of the Records Centre Coordinator.

DUTIES AND RESPONSIBILITIES

- Process requests for Ontario Student Records, transcripts, and attestation letters according to department protocols, including coordinating document pick-up.
- Act as a key point of contact for the Records Centre and respond to related inquiries, including those from members of the public.
- Research when dealing with students who have unique educational histories.
- Collect payment fees and prepare deposits.
- Respond to third party requests for verification of education.
- Prepare and maintain tracking records and statistical reports.
- Provide guidance to Records Information Management Clerk and temporary staff in the absence of the Records Centre Coordinator.
- Assist Records Information Management Clerk in the imaging of records in accordance with legislation, Board retention schedule, and imaging protocols.
- Coordinate the removal, shredding and disposal of records according to protocols.
- Handle confidential and sensitive information in accordance with established protocols.
- Assist with related tasks as requested.

EDUCATION

Completion of OSSD or equivalent.

EXPERIENCE

The following are considered assets but are not required:

- Experience using student information systems and document management tools (e.g., Laserfiche, Adobe).
- Experience with OCAS (Ontario College Application Service) and eTMS (Electronic Transcript Management System) platforms.
- Knowledge of privacy legislation and records retention requirements.
- Demonstrated ability to deliver strong customer service.