



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**September 1, 1998**

### **RECORDS ADMINISTRATOR**

H6Q1XX TO H6Q2XX

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses two levels in the Professional Services Occupational Group and describes work involving the daily management of an agency's official state records system operation, including storage, retrieval, timely destruction, and security functions.

Positions apply the concepts, principles, and techniques of records management, information media, and coding systems; and apply a knowledge of the legal issues regarding confidentiality, access, and retention of official records. In this class series, positions examine and evaluate the system to develop new or improved methods for the efficient preparation, protection, production, and disposal of official state records. Work includes supervising staff, determining coding schemes, adapting retention timetables within legal requirements, developing reproduction procedures, and preparing operating budget data or requests and approving expenditures.

In this series, a records system is the central depository of official state records which are required by the agency's primary mission and are accessed by multiple users throughout an agency, other governmental agencies, and the public. Examples of such records systems include the state's tax and motor vehicle records systems, a health registry, or vital records such as birth and death certificates. In the absence of a central depository, these records systems are directly related to the agency's primary mission, such as a health facility's medical records or a higher education agency's official student records.

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**RECORDS ADMINISTRATOR I**

H6Q1XX

**CONCEPT OF CLASS**

This class describes the first level of records administration. Positions in this class are responsible for the direct supervision of at least three full-time equivalent positions. Work involves planning, organizing, and controlling the daily operation of an agency's official records or registry unit. Positions establish the records management techniques and procedures for the maintenance, confidentiality, retention and retrieval, data collection, periodic internal quality checks, and exchange or release of information from the records system. In this class, positions monitor the work flow to ensure standards and legal requirements are met; and, compile data used for budget requests, monitor expenses, and approve expenditures.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. For example, the type of record, resources for the system, coding standards and legal requirements for retention and release, and expected outcomes are set and positions in this class determine the processes for an agency's official records operation, including hours of operation, work assignments, data collection and file maintenance processes, form design, and the level of access by various internal and external users. Positions compile data for operating budget requests, prepare activity and utilization reports, and approve requests for operating expenditures. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, positions in this class apply records maintenance models and legal requirements to establish processes for monitoring quality assurance and confidentiality. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of records management theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. For example, a position applies records management models, concepts, and techniques when determining the guidelines and level of service provided to the various work units in the agency or facility who use the official business records. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. For example, positions adapt general accreditation requirements, quality standards, registry or agency policy and goals, coding schemes and standards, and regulations regarding the retention and release of information

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or records when developing the guidelines and processes to be used within the agency to collect and review, reproduce and release, and retain and protect the agency's official records. In conjunction with theories, concepts, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, positions adapt policy and regulations on the release of medical, tax, vehicle registrations, or student information when establishing the guidelines and processes governing the use of working copies of records kept in the agency's other work units or the authorization of release of information, including emergency requests. This adaptation includes consideration of the nature of the information requested, the purpose of the request, and the requestor in conjunction with general legal issues.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of both of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions interview various parties to resolve problems or possible violations of policy on the release of information where the solution is not known from the outset. Positions also investigate complaints against the unit by interviewing all parties concerned to determine the exact nature of the problem and how to correct it.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions persuade agency committees or management teams to make proposed changes to standards and policies, provide orientation to clients concerning their right to records and information, and train staff in other units to resolve errors impacting the processing of official records.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be at a comparable conceptual level to a Medical Records Technician II or Administrative Assistant II. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**RECORDS ADMINISTRATOR II**

H6Q2XX

**CONCEPT OF CLASS**

This class describes the second-level supervisor. Positions in this class supervise a minimum of two subordinate supervisors. Work involves planning, organizing, and controlling the daily operation of an agency's official records unit or registry. Positions establish the records management techniques and procedures for the maintenance, confidentiality, retention and retrieval, data collection, periodic internal quality checks, and exchange or release of information. In this class, positions monitor the work flow through subordinate supervisors to ensure standards and legal requirements are met; and, compile data

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for budget requests and defend to higher level management, monitor expenses, and approve expenditures. The factors in this class differ from those in the Records Administrator I class on Line/Staff Authority.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. For example, the type of record, resources for the system, coding standards and legal requirements for retention and release, and expected outcomes are set and positions in this class determine the processes for an agency's official records operation, including hours of operation, work assignments, data collection and file maintenance processes, form design, and the level of access by various internal and external users. Positions compile data for operating budget requests, prepare activity and utilization reports, and approve operating expenditures. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, positions in this class apply records maintenance models and legal requirements to establish processes for monitoring quality assurance and confidentiality. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of records management theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. For example, a position applies records management models, concepts, and techniques when determining the guidelines and level of service provided to the various work units in the agency or facility who use the official business records. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. For example, positions adapt general accreditation requirements, quality standards, registry or agency policy and goals, coding schemes and standards, and regulations regarding the retention and release of information or records when developing the guidelines and processes to be used within the agency to collect and review, reproduce and release, and retain and protect the agency's official records. In conjunction with theories, concepts, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, positions adapt policy and regulations on the release of medical, tax, vehicle registrations, or student information when establishing the guidelines and processes governing the use of working copies of records kept in the agency's other work units or the authorization of release of information, including emergency requests. This adaptation includes consideration of the nature of the information requested, the purpose of the request, and the requestor in conjunction with general legal issues.

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**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of both of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions interview various parties to resolve problems or possible violations of policy on the release of information where the solution is not known from the outset. Positions also investigate complaints against the unit by interviewing all parties concerned to determine the exact nature of the problem and how to correct it.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions persuade agency committees or management teams to make proposed changes to standards and policies, provide orientation to clients concerning their right to records and information, and train staff in other units to resolve errors impacting the processing of official records.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a manager. The manager must be accountable for multiple units through the direct supervision of at least two subordinate Unit Supervisors; and, have signature authority for actions and decisions that directly impact pay, status, and tenure. Elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, second-level signature on performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Revised 9/1/98 (CVC). Changed class codes due to PS Consolidation study.

Effective 6/1/94 (KKF). Adjust Complexity factor. Published as proposed 5/27/94.

Effective 9/1/93. Job Evaluation System Revision project. Published as proposed 4/9/93.

Revised 7/1/83. Created Medical Records Administrator IA (A5706). Revised code, title, minimum qualifications for Medical Records Administrator I and II (A5707 and A5708). Changed title and minimum qualifications for Medical Records Services Director (A5709).

Revised 7/1/80. Changed grade and relationship for Medical Records Services Director (A5709).

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Revised 7/1/78. Changed examples of work and KSAs for Medical Records Administrator IB (A5708). Changed title, education and experience for Medical Records Administrator II (A5708). Changed title and minimum requirements for Medical Records Services Director (A5709).

Revised 2/1/77. Changed minimum requirements for Medical Records Services Director (A5709).

Created 1/1/75.

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
Records Administrator I	Process	Formulative	Detect & Advise	Unit Supervisor
Records Administrator II	Process	Formulative	Detect & Advise	Manager