

JOB DESCRIPTION AND SPECIFICATION

Job Title:	Records Officer
Classification/ Grade:	Level 2
Functional Area:	Records & Information Management/ Operations Division – Taxpayer Service and Education
Reports to:	Manager, Taxpayer Service
Manages Directly:	N/A
Manages Indirectly:	N/A

This document is validated as an accurate and true description of the job as signified below.

Employee

Date

Head of Division/Unit

Date

Date received in HRM&D Division

Date created/revised

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JOB PURPOSE

To maintain and secure records as well as to provide quick and easy retrieval of documents and files for the Taxpayer Service and Education Unit within the RSC and their satellites.

KEY OUTPUTS

- Files located;
- Documents filed;
- Files maintained;
- Files shelved.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Locates files for which documents are classified;
- Places documents on files in date order after carefully reading them to ensure they are appropriately classified;
- Sends files for review and re-shelving;
- Locates files and documents requested by checking the Location Cards and the shelves, logging out files and taking/sending them to the relevant officers;
- Maintains files, ensuring the documents are properly docketed and affixed, the jackets are presentable and appropriately labelled;
- Ensures Location Cards are on the files for re-shelving, where applicable;
- Re-shelves files at the correct place after review;
- Assists in identifying cases of duplicate records in the filing system and consolidate files;
- Closes voluminous files where appropriate and opens new volumes ensuring the jackets are appropriately labelled;
- Assists in identifying for archiving, files which have become inactive in accordance with the Department's retention policies;
- Supports the identification and management of risks within the organization and by extension the respective area of work;

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- Performs any other related duties assigned by the Manager, Taxpayer Service.

PERFORMANCE STANDARDS

This job is satisfactorily performed when:

- The files are retrieved from the shelves or located where they are and sent to, or Officers advised of their whereabouts within the specified time;
- Documents are placed on the correct files, in date order with cross referencing done where necessary and logged on the Minute Sheet;
- All the files are kept in order with documents properly attached and the jackets correctly labelled and in good condition;
- All the off shelf files are correctly re-shelved as scheduled.

AUTHORITY TO:

- Remove and replace document and place on the correct files;
- Request and submit files as required;
- Recall files from Officers;
- Close oversized files and open new volume.

CONTACTS	NATURE OF CONTACT
<i>Internal</i> Staff members	Clarification on issues, advise/request about location of files
<i>External</i>	N/A

REQUIRED COMPETENCIES

(a) Specific Knowledge

- Very good knowledge of Records Management;
- Knowledge of the operations and functions of Tax Administration Jamaica;

TAJ's Core Values: Integrity Mutual Respect Professionalism Accountability Customer Centric Teamwork

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- Knowledge of the TAJ's Code of Conduct;

(b) Required Skills and Specialised Techniques

- Good communication, interpersonal and team skills;
- Good time management and organizing skills.

(c) Qualification and Experience

- Associate Degree in Business Management or equivalent qualification;
- Certificate in Records Management;
- One (1) year work related experience would be an asset.

WORKING CONDITIONS

- Normal office environment.
- Irregular work hours

Vision Statement

A World-Class Tax Administration

Mission Statement

To collect the Revenue due in an equitable and cost-effective manner, foster voluntary compliance, provide excellent service to our customers through an engaged and empowered staff.