

## **ELECTRONIC RECORDS & CR REPORTING COORDINATOR**

TA Full Time Employment Opportunity

Reporting to the Manager, Records & Information Compliance, the Electronic Records & CR Reporting Coordinator provides day to day electronic records management (ERM) support to Manitoba Liquor & Lotteries (MBLL) staff to ensure the Corporation remains compliant with all provincial document management legislation. The incumbent supports the Manager, Records & Information Compliance with all activities related to ERM troubleshooting, staff training and support, annual and fiscal year records destruction, establishing and managing records metadata, retention schedules, access and security controls. The incumbent will also manage and produce various reports and dashboards for the Corporate Responsibility area, supporting MBLL's environmental, social, and governance reporting requirements.

### **Duties:**

- Maintain administrative controls to ensure confidentiality and lifecycle management of all electronic records held by the Corporation. This includes document security, access controls, user set up, classification, destruction verification, and retention schedules.
- Provide direction, guidance, and support to MBLL staff for all aspects of the Corporation's electronic records management program.
- Monitor system performance and deliver timely resolution of incidents occurring within the electronic records management system (HPE Content Manager/Kapish/TRIM).
- Support with the disposition of electronic records in accordance with Record Authority Schedules.
- Serve as a Government Records Officer on behalf of the Corporation.
- Serve as an electronic records backup to the Manager, Records & Information Compliance as required.
- Represent the department's interests, including acting as a subject matter expert on legislated requirements, on cross functional project teams and working groups.
- Partner with Information Technology Services to ensure that technical issues related to the electronic records management software are resolved satisfactorily.
- Provide training, customer service, and troubleshooting to end users (staff) of electronic records management systems.
- Track and report on all customer service and troubleshooting interactions with end users. Use the collected data to identify and analyze trends or system performance issues.
- Perform quality assurance inspections and reviews of electronic records inventory to ensure that metadata associated with electronic records is accurate (e.g. create dates, numbering, indexing).
- Create and monitor workflows to ensure that they are progressing as needed.
- Design and administer system output reporting.
- Participate in the configuration and testing activities for electronic records management software on an as required basis.
- Perform various reporting functions within the Corporate Responsibility area throughout the year to support the Corporation's environmental, social, and governance reporting requirements.
- Collaborate with departments throughout the Corporation to collect data inputs for government related compliance reporting. This includes but is not limited to provincial greenhouse gas inventory reports, and Multi Material Stewardship Manitoba annual reporting.
- Contribute to the ongoing tracking and reporting of the Corporation's carbon reduction strategy.
- Contribute to the collection of data for the Corporate Responsibility Performance Measures report and future versions of the Corporation's ESG (environmental, social, governance) reporting.
- Contribute to the division's quarterly performance dashboard reporting. Collaborate with other departments to collect the core data sets, to then extract the relevant data from those core data sets, analyze the data accordingly and input it into the appropriate internal template or government portal.
- On occasion, provide support to the other functions performed within the department.
- Perform other related duties as assigned.

### **Primary Qualifications:**

- A bachelor's degree in Computer Science, Arts, or Business Administration and a 2-year certificate program in Certified Records Manager (CRM) or completion of one year in Master's degree in Archival Studies.
- A minimum of two years related experience, including applied knowledge of electronic records management software, records and information management concepts, standards, and relevant legislative requirements.
- Intermediate skills in Microsoft 365 (Word, Excel, PowerPoint, Outlook, OneDrive, and Teams).
- Excellent communication skills, effective interpersonal skills, strong organization and computer skills as well as demonstrated attention to detail.
- Ongoing and demonstrated previous professional development to maintain designations and stay current with changes in the profession.
- Ability to establish and maintain working relationships with all levels of internal and external stakeholders, including the ability to collaborate and influence effectively.
- Ability to display tact, diplomacy, and good judgement and to maintain confidentiality.

*\*\*\* Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

*If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.*

**Salary:** \$29.59 - \$35.49  
**Bargaining Unit:** MGEU  
**Location:** Central Services

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbll.ca](mailto:careers@mbll.ca)

**All applications are due by March 24, 2024.**

We thank all interested applicants, however, only those selected for interviews will be contacted.