

Records Operations Technician

Duration:

Indeterminate, Full Time - Nine
(9) Month Probation Period

Division:

Records Management,
Information Management Unit

Salary:

\$42,607.50 - \$57,525.00 per
year (37.5 hours per week)

Deadline To Apply:

April 15, 2026 4:00 pm

Details

Purpose:

Responsible for conducting research within the Records Management Department as requested by Mohawk Council of Kahnawà:ke (MCK) employees and assists the Records Manager of Records Management to develop and establish main files in a centralized records management resource that functions for MCK operations.

Is a key player in the management and maintenance of MCK record repositories.

Roles & Responsibilities:

- Scan, digitize, and upload paper records for long-term electronic storage and accessibility.
- Upload, organize, and maintain digital files within approved repositories and the Records Management System.
- Convert and transcribe legacy media (audio cassettes, floppy disks, CDs) into readable digital formats.
- Sort, classify, code, index, and file records according to the approved classification plan.
- Prepare new files, label and arrange storage boxes, and maintain accurate circulation and version control.
- Capture, store, organize, manage, retrieve, and deliver records and information assets to authorized users.
- Receive, process, transfer, and retrieve records from inactive and off-site storage, including vital records protection.
- Refile returned media and update system rotation and tracking information.

Compliance, Security & Systems Control

- Ensure strict adherence to security, confidentiality, and data protection requirements.
- Follow document retention, retrieval, and destruction policies in compliance with legal and organizational standards.
- Process obsolete records for confidential destruction and maintain complete destruction documentation.
- Monitor physical and electronic records using the Records Management System, including filing, retention, and version control.
- Identify errors, compliance risks, system performance issues, and gaps between current practices and required IM standards.

Reporting & Program Support

- Service client and stakeholder needs related to records access, storage, and compliance.
- Communicate Records Management operating standards and program requirements.
- Prepare reports using predefined formats and data-gathering tools.
- Assist the Records Manager with project development and execution.
- Gather RIM metrics, monitor and report on project outcomes, and evaluate project success against established goals and objectives.
- Provide administrative and operational support to the Records Management team as required.

Respond to search requests

- Utilize the ticket system to monitor search requests.
- Operates records management system and responds to requests for documentation, by searching within software program, and/or manual records located in MCK Archives and at

- the offsite storage.
- Completes searches within timely manner.
- Maintain accurate records of search requests, copies released, and files signed out, and obtain approval from the department as required.
- Collaborates with other departments to fulfill search requests and collect the necessary records.
- Determines day-to-day priorities following established deadlines.

Education & Experience:

- DEC in Library Science plus one (1) year relevant experience.

OR

- Certificate in Records Management plus three (3) years' relevant experience.

OR

- High School Diploma plus five (5) years relevant experience.

Knowledge, Skills, Abilities:

- Thorough by nature and pays attention to detail.
- Comfortable with technology with the ability to adapt and apply its use to achieve better efficiencies for self and clients.
- Good communication and interpersonal skills combined with the ability to work with many different people.
- Ability to anticipate changing demands for use of information.
- Excellent research and organizational skills.
- Basic accounting knowledge.
- Commitment to professional development.
- Good negotiation skills.
- Working knowledge of current legislation regarding data protection and privacy of information.
- Understand the workflow processes.
- Demonstrates professionalism, discretion, and courtesy when interacting with internal and external clients, fostering positive and respectful working relationships.
- Maintains confidentiality.
- Adhere to the MCK Policies and Kanien'kéha Language initiatives.
- Ability to communicate in the Kanien'kéha and French languages is an asset.
- The willingness to learn the Kanien'kéha language is required.

Working Environment:

- Five-day work week in an office environment.
- Occasional overtime may be required.
- Moderate stress due to workload.
- Some heavy lifting required (up to 25 pounds).

Requirements:

Please address your application to MCK Human Resources. Forward your complete application via e-mail only to: **Applications@mck.ca**

- Ensure complete applications are submitted, including Letter of Intent and Resume. Incomplete applications may not be considered.
- Only candidates selected for an interview will be contacted.
- Preference will be given to Indigenous candidates.
- When adding attachments, please use PDF format. Any other formats may be blocked from our system.

ALL REQUIRED DOCUMENTS MUST BE SUBMITTED BEFORE THE DEADLINE FOR YOUR APPLICATION TO BE CONSIDERED.

To Apply:

Email your applications with all the required documents to **applications@mck.ca**