



Make working for
The City work for you.



Team Lead, Records and Information Management Services

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

The Team Lead, Records and Information Management Services is responsible for leading the implementation of the Corporate Records and Information Management (CRIM) Program for The City of Calgary (The City). This position provides strategic guidance and supports the cross-corporate implementation of the CRIM Program, including maintaining alignment with departments. Primary duties include:

- Implement and operationalize CRIM policies and standards according to best practices and corporate requirements, goals, and strategic plan and seeking approval of significant changes to Administration policies.
- Recommend changes and improvements to the CRIM Program to the Leader, Archives, Records and Information Management Services (ARIMS) based on industry best practices.
- Assist in developing and implementing the CRIM strategy for the Corporation, facilitating implementation of consistent practices and legislative requirements, and ensuring training, support, and technological solutions are provided to enable City staff to access and retrieve records and information in a timely manner.
- Create and implement high-level procedures, processes, and guidelines for both electronic and paper records, providing recommendations to enable records to be useful corporate assets.
- Ensure the Corporate Records Classification and Retention Schedule (CRCRS) accurately reflects the operational, legal, and fiscal requirements of The City. Reviewing proposed changes to the CRCRS, recommending changes.
- Authorize changes to the electronic document and records management system to ensure the consistent implementation of the CRCRS within the electronic document and records management environments.
- Manage systems to ensure access and track records ownership, retention periods, and locations, and coordinating inactive records process with external vendors and internal business units.
- Coordinate security and protection of information assets, ensuring they are stored in a secured, environmentally controlled offsite storage for inactive records.
- Conduct compliance monitoring, establish corrective actions, and report on CRIM compliance achieved, includes formal audits of the CRIM systems.
- Ensure all electronic document and records management projects and initiatives are compliant with the components of the CRIM Program (e.g., the disposition process).
- Demonstrate support for Records & Information Management Services staff through mentorship, coaching, and career dialogues.
- Assign work and delegate tasks where appropriate.
- Support appropriate workplace culture in line with City workforce policies and strategies, including reinforcement of 4 C's.
- Provide technical and subject matter expertise, guidance, consultation, and support to business units and departments on implementation of the CRIM Program to ensure they have direction, knowledge, and assistance.
- Collaborate on City-wide projects and initiatives to promote the adoption of CRIM principles and practices and to define records and information management requirements and solutions for systems containing electronic records.

Qualifications

- A degree in Records & Information Management, Library Science or a related field OR a Certified Records Manager designation and at least 4 years of progressive advanced experience in the Records and Information Management industry with both a theoretical and applied knowledge of records management and information management practices and standards.
- Experience with electronic record-keeping, use of an electronic document and records management system (EDRMS) and electronic folder structures is required along with experience with leading teams, people and projects is required.
- Equivalent combinations of experience and education may be considered.
- Success in this position requires strong problem solving, analytical and conceptual thinking, customer service, and issues management as well as the ability to lead and mentor staff using strong communication and presentation skills.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Workstyle: This position may be eligible to work from home for at least part of the time as one of several flexible work options available to City employees. These arrangements depend on the operational requirements of the role, employee suitability, and are subject to change based on operational needs and corporate direction.

Note: Please note all exempt positions at The City are undergoing a compensation review. This means the union jurisdiction and/or salary range listed here may change. [Tell me more.](#)

Union: Exempt	Business Unit: City Clerk's Office
Position Type: 1 Permanent	Location: 323 7 Avenue SE
Compensation: Level D \$76,725 - 114,222 per annum (2025 Rates)	Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Hours of work: Standard 35 hour work week.	Apply By: April 10, 2025
Audience: Internal/External	Job ID #: 311715

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