

Job Title: Records Manager

Security Clearance Required: Secret Eligible

Work Location: USCIS National Records Center Lees Summit, MO or Harrisonburg, VA

Position Overview: The DHS National Records Center's (NRC) mission is to provide timely access to information from the agency's records and or subsidiary data systems. The objective of the Records Operations Support Services (ROSS) is to provide comprehensive records management services in a manner that ensures efficient, effective, and accountable records responsibility and excellent customer service.

We are seeking an experienced Records Manager to provide leadership and program oversight in the execution of ROSS records management and maintenance services located in Lee's Summit, MO, and its sub-office in Harrisonburg, VA.

POSITION RESPONSIBILITIES:

The Records Managers(s) shall work onsite at the requested office location at USCIS National Records Center (NRC) or USCIS File Storage Facility, as appropriate, and be responsible for particular task areas.

Capable of fulfilling the role of Operations/Site/Production Manager in their absence.

This position requires demonstrated experience in addressing operational concerns and issues, monitoring overall customer satisfaction; experience with developing and implementing operational procedures and policies; and analyzing training needs/requirements. The Ops/Site/Prod Manager shall:

This position requires extensive analytical ability to develop complex statistical analysis, cost estimates, and analytical reports. The Operations/Site/Production shall have the following functional responsibility skills:

1. Excellent interpersonal communication and organizing skills to coordinate project activities with contractor and Government representatives.
2. Able to conduct fact finding for special projects and/or to respond timely to Government inquiries.
3. Able to present oral briefings to USCIS management officials.
4. Excellent writing skills to prepare SOPs and revisions.
5. Proactive in informing the Government of significant issues, and be able to respond and take corrective action to issues brought to the PM by COR.
6. Proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.
7. Respond to NRC meeting requests within allotted 2-hour time period.
8. Develop complex statistical analysis, cost estimates, and analytical reports.
9. Assists with SOPs and revisions.
10. Analyze training needs/requirements.

POSITION REQUIREMENTS:

Minimum Requirements:

- At a minimum, must have two (2) years of experience supervising or leading personnel on a program of similar size, scope and complexity, including a large Service Contract Act (SCA) pool.



Minimum Education:

- A Bachelor's Degree in one of the following disciplines is required: program management, business or public administration, production/operations/manufacturing/quality management, technical management, information systems, engineering, or finance/accounting.
- USCIS will allow substitution of (3) years of management experience with the same or higher depth and breadth of responsibility as for this position.

Must possess a Six Sigma Yellow Belt certification, certified by the American Society for Quality (ASQ).

Must have valid state driver's license and be able to pass a background investigation

Must be able to pass a drug test

Proud to be an EOE, including disability/veterans. We invite resumes from all interested parties without regard to race, color, religion, creed, gender, national origin, age, genetic information, marital or veteran status, disability, or any other category protected by federal, state, or local law.