JOB DESCRIPTION

Job Title: Records & Information Custodian	**Date Created: 10/01/2026**
Department: Operations	**Date Revised:**
Division: Operations	**Salary**: $52,236 - $72,881
Grade: 21	**FLSA**: Non Exempt

Summary of Duties:

The Records and Information Custodian performs professional and administrative work in support of NTECC's agency-wide records and information management function. This position coordinates the organization, maintenance, retrieval, retention, preservation, and authorized disposition of physical and electronic records; processes records requests and formal document production; maintains records systems and tracking information; and collaborates with NTECC departments, member agencies, courts, attorneys, law enforcement partners, and other authorized parties to ensure agency records are accurate, secure, accessible, and appropriately maintained.

Essential Job Functions:

- Coordinates NTECC's records and information management activities across departments.
- Serves as a primary point of contact for internal and external records-related inquiries and requests.
- Receives, reviews, logs, prioritizes, and tracks requests for NTECC records from initial receipt through completion.
- Retrieves and prepares records such as 911 and non-emergency telephone calls, radio recordings, computer-aided dispatch (CAD) documents, administrative documents, contracts, policies, correspondence, training records, personnel-related documents, and other agency information.
- Maintains subject matter expertise in the Texas Public Information Act (Texas Government Code Chapter 552), Chapters 63 and 70 of Title 1 of the Texas Administrative Code, Attorney General Open Records Decisions and Letter Rulings, and related statutes, regulations, and directives to ensure compliance with public records, information governance, and records management requirements..
- Reviews requests for completeness and communicates with requestors when clarification or additional information is required.
- Redact records, as required.
- Tracks subpoenas, court notifications, and their outcomes.
- Identifies records that may contain confidential, protected, security-sensitive, personnel, medical, criminal justice, or other restricted information and refers those records to designated leadership, the Office of Attorney General, or legal counsel for review.
- Assists designated leadership and legal counsel with subpoenas, litigation-related requests, investigations, audits, legal holds, and other formal document-production matters.
- Represent NTECC and attest to records at legal proceedings and hearings.
- Maintains accurate records-request logs, due dates, correspondence, release documentation, records inventories, retention information, and audit trails.
- Audits and organizes internal documents, including digitizing printed documents and organizing into document management system.

- Establishes and maintains organized physical and electronic filing systems, including standardized file names, indexes, folder structures, classification methods, and retrieval practices.
- Coordinates records digitization, data migration, file organization, inventory, cleanup, preservation, and archival projects.
- Develops and maintains records procedures, forms, reference materials, desk guides, file plans, and other operational resources.
- Tracks records activity and prepares routine reports concerning request volume, response status, processing timelines, records inventories, and operational needs.
- Provides accurate invoices to requestors, accepts and logs payment on behalf of NTECC as defined by Texas Administrative Code 552.
- Calculates and assesses records-request fees, accepts and processes payments, maintains financial and transactional records, and ensures compliance with applicable agency policies, audit requirements, and accountability standards.
- Tracks records retention rules.
- Authorizes and ensures destruction of records, when applicable.
- Other duties as assigned.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Knowledge and Skills:

- Knowledge of professional records organization, filing, indexing, storage, retrieval, and document-control practices.
- Knowledge of Texas Government and Administrative Code as it relates to the Public Information Act and Open Records,
- Ability to maintain accurate physical and electronic records.
- Ability to learn and apply NTECC policies, records retention practices, request procedures, and applicable records-handling requirements.
- Ability to research, locate, compile, organize, and prepare information from multiple sources and systems.
- Ability to exercise discretion, maintain confidentiality, and use sound professional judgment.
- Strong analytical, organizational, problem-solving, and time-management skills.
- Strong professional writing, customer service, and interpersonal communication skills.
- Ability to communicate effectively with individuals at all levels of the organization and with external agencies and requestors.
- Ability to work independently, follow established procedures, and appropriately escalate matters requiring management or legal review.
- Ability to establish effective working relationships across departments and with NTECC's member agencies and public-safety partners.
- Ability to learn and effectively use specialized records, document-management, audio-recording, CAD, and request-tracking systems.

Minimum Qualifications:

- High school diploma or equivalent and three years of progressively responsible experience in records administration, document management, legal support, municipal government, public safety, emergency communications, information management, or a related field.
- Familiarity with the Texas Public Information Act and applicable Texas and federal public-records, information-disclosure, confidentiality, and records-retention laws and regulations.

- An associate degree or higher in records or information management, public administration, business administration, legal studies, criminal justice, or a related field is preferred.
- Experience coordinating records requests, maintaining physical and electronic records, and handling confidential or sensitive information.
- Proficiency with Microsoft 365 and the ability to learn specialized records, document-management, audio-recording, CAD, and request-tracking systems.
- An equivalent combination of relevant education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

License and Certification:

- Professional certification in records management, information governance, document management, or a related field is preferred.
- Certified Records Analyst (CRA), Certified Records Manager (CRM), Information Governance Professional (IGP), or a comparable professional designation is preferred.
- Training or certification related to public records, records retention, electronic document management, or information security is preferred.
- Must maintain any licenses or certifications required to perform the assigned duties of the position.

Physical Demands and Working Environment:

The work behaviors (including duties, responsibilities, function, and tasks) of the position are listed in the above job description and below. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast-paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required.

NTECC is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NTECC provides reasonable accommodation to its employees and the public with disabilities, including veterans. For more information, please contact NTECC.