

# City of Fort Worth, Texas

## Job Description

<b>Classification Title</b>	Public Records Manager		
<b>Job Code:</b>	MG1961	<b>Job Family:</b>	Management
<b>Pay Grade</b>	613	<b>Date Reviewed:</b>	12/9/2025
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### **GENERAL SUMMARY**

Plans, manages, and directs the City's Public Information Request Program in accordance with Texas Government Code, Chapter 552. Ensures citywide compliance with public information request requirements and oversee the administration, tracking, and reporting of requests. Provides leadership, supervision, and professional development to Public Information Coordinators and staff. Serve as a strategic advisor to City leadership and departments regarding public information policies, procedures, compliance obligations, and operational improvements.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe work environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Plans, directs, and manages the City's Public Information Request Program, ensuring requests are processed accurately, efficiently, and in compliance with the Texas Public Information Act and City policies.
3. Develops program strategies, operational plans, and performance measures for the Public Information Request Program; leads policy development and ensures consistent implementation across all departments.
4. Develops, reviews, and updates policies and procedures related to public information requests in cooperation with the City's Law Department.
5. Develops, coordinates, implements, and evaluates public information request processes and related program initiatives to ensure compliance with the Texas Public Information Act and applicable City policies and procedures.
6. Monitors departmental compliance with public information request procedures and conducts periodic audits to ensure adherence to state and City requirements.
7. Develops, manages, and monitors the Public Information Request Program budget and associated guidelines; oversees expenditures and ensures resources are allocated effectively.

8. Prepares and reviews reports, statistical summaries, and performance metrics on the Public Information Request Program for City leadership, City Council, and external stakeholders.
9. Advises departments and City leadership on public information request procedures, cost estimation, data handling, and compliance issues.
10. Collaborates with the Law Department and the Office of the Attorney General on complex or sensitive public information requests, rulings, or compliance issues.
11. Oversees the City's public information web portal and ensures proper training and guidance is provided to departmental liaisons on its use.
12. Ensures accurate tracking of revenue and payments associated with public information requests, including verifying cost estimates and receiving payments from requestors.
13. Develops and evaluates short-range and long-range strategic plans for the Public Information Request Program and establishes criteria for program initiatives, improvements, and service delivery.
14. Develops and implements training programs, guides, and resources for departmental liaisons to ensure compliance with the City's Administrative Regulation D-1.
15. Establishes and monitors service levels, deadlines, and response standards to ensure timely and accurate processing of all public information requests.
16. Serves as the primary representative for the Public Information Request Program. Acts as liaison with the City departments, City Council, external agencies, and community stakeholders regarding public information processes and compliance.
17. Performs other related duties as required.
18. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Texas Public Information Act and related legislation.
  - City Administrative Regulation D-1: Public Information Requests.
  - City's public information web portal (e.g., GovQA) and internal software systems.
  - Attorney General's Public Information Handbook and Open Records Division resources.
  - City policies, procedures, and Personnel Rules and Regulations.
  - Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) and specialized software such as GovQA, eDiscovery, Cornerstone LMS, Canva Stream, Articulate 360.
- **Skill in:**
  - Leadership, team supervision, and staff development.
  - Strategic planning, problem-solving and decision-making regarding public information requests and compliance.

- Customer service, stakeholder engagement, and guidance to departments.
- Preparing reports, presentations, and statistical analyses.
- Attention to detail and accuracy in data tracking and reporting.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing with all levels of staff, departments, leadership, and the public.
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  - Work independently and collaboratively in a fast-paced environment.
  - Lead and develop a team of Public Information Coordinators.
  - Prioritize multiple tasks, manage projects, and meet deadlines.
  - Monitor and ensure compliance with public information request procedures.
  - Analyze request data, generate actionable reports, and present findings clearly.
  - Oversee, train, and mentor staff effectively.
  - Provide expert advice on public information policies, procedures, and legal compliance.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college/university with major course work in Communications, Public Administration, or related field, and at least five (5) years of experience in public information, records management, or related work, including at least two (2) years of supervisory experience. Experience in local government is preferred.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.