



CUYAHOGA LAND BANK

TITLE: DOCUMENT SUPPORT ASSISTANT

Help transform Cuyahoga County — one project, one neighborhood, and one home at a time.

For more than 15 years, the Cuyahoga Land Bank has been a national leader in community revitalization — strategically acquiring, demolishing, renovating, and redeveloping thousands of properties to generate more than \$3.6 billion in economic impact and improve quality of life across our county.

Position Overview: The Document Support Assistant protects the integrity, accessibility, and compliance of the Land Bank's records. Reporting to the Corporate Counsel, this role executes our Records Retention Schedule day-to-day and supports public records requests under Ohio Sunshine Laws. The ideal candidate is meticulous, dependable, and motivated by the kind of careful, behind-the-scenes work that keeps a mission-driven organization running well and is someone who takes pride in clean systems, reliable recordkeeping, and getting the details right when it counts.

What You'll Do:

- Maintain the integrity of the Land Bank's physical and digital records, including property (parcel) files, by classifying, labeling, filing, and tracking documents per our Records Retention Schedule.
- Manage the intake, tracking, and fulfillment of public records requests in coordination with our Corporate Counsel — protecting our strong track record of responsiveness under Ohio Sunshine Laws.
- Execute monthly and annual records purging and archiving, with full documentation for audit readiness.
- Partner with legal, operations, and program staff — offering guidance on filing practices and feedback on document workflows to keep our records systems strong as the organization evolves.
- Maintain the behind-the-scenes systems that keep our records reliable and findable - including Brown Folder Master List, PPS, SharePoint.
- Stay current on records management best practices and serve as an internal resource for staff training, ensuring consistent application of records procedures across the organization.

What We're Looking For:

- **Exceptional attention to detail**, including the ability to apply rules accurately and consistently across high volumes of records over time. This is the most important quality for the role.

- **Approximately 2+ years of experience** in records management, document control, legal or government records, or a comparable detail-driven administrative role. Equivalent experience considered in lieu of formal credentials.
- **Familiarity with the Ohio Public Records Act and Ohio Sunshine Laws** strongly preferred; willingness to develop deep working knowledge required.
- **Strong organizational skills**, clear written and verbal communication, and the ability to manage parallel systems and deadlines independently.
- **Comfort with technology**, including Microsoft Office (especially Excel) and SharePoint; willingness to learn organization-specific systems such as PPS.
- **Discretion and integrity** in handling sensitive records, including personnel files, legal holds, and pre-redaction public records materials.

The Details: Part-time, non-exempt, onsite. Approximately 20 hours per week with a flexible weekday schedule, based at our offices in downtown Cleveland.

Why Join the Land Bank: Meaningful work that directly improves neighborhoods and residents' lives, a collaborative and mission-focused culture, competitive compensation, and the chance to support an organization recognized as a national leader in community revitalization.

The Cuyahoga Land Bank is an Equal Opportunity Employer.

Compensation Range: \$25.00-\$30.00 per hour