



Office of Human Resources
Document Management Technician Lead - CC3145

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General Statement of Duties

Performs permanently assigned lead work in all aspects of document management operations.

Distinguishing Characteristics

This class performs permanently assigned lead work duties over Document Management Technicians. There are four classifications in this series. The Document Management Technician I, Document Management Technician II, Document Management Lead and Document Management Supervisor. This class is distinguished from the Administrative Support Assistant series that performs a variety of clerical work.

Level of Supervision Exercised

Performs permanently assigned lead work.

Essential Duties

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage across three office locations.

Shifts staff to other work assignments as need based on workload and volume.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Follows Federal and State regulations regarding timeliness and quality for public assistance applications.

Assigns and distributes work, review work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Collects and compiles data for reports and analysis of operations.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Performs other related duties as assigned.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills- Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Written Communication- Expresses facts and ideas in writing in a succinct and organized manner.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Knowledge & Skills

Skill in data entry.

Skill in review forms for accuracy and completeness.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of clerical experience or two (2) years of experience as a Document Management Technician II.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

Alphanumeric Data Entry, Forms Checking

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-615

FLSA Code: N

Established Date: 8/25/2019

Established By: LS

Revised Date:

Revised By:

Class History: