



Office of Human Resources
Document Management Technician Supervisor - CC3146
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General Statement of Duties

This class performs supervisory duties over Document Management Technicians.

Distinguishing Characteristics

This classification performs permanently assigned first-line supervisory 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 Supervisor of Administrative Support I class that supervises and coordinates the activities of workers involved in providing office support work.

Level of Supervision Exercised

Supervises two or more full time employees who do not supervise.

Essential Duties

Plans, organizes, administers, schedules, reviews and evaluates the work of the Document Management Technicians.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, establishes and/or monitors current methods and policies, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Supervises Document Management Technicians (DMT), DMT Leads, and administrative support staff engaged in technical administrative functions and activities, which includes researching, and using technical equipment. Provides work instruction and assists employees with difficult and/or unusual assignments.

Works with internal stakeholders to the City, responds to inquiries, provides general information and assistance with workflow, data analysis, processing errors, and provides supporting data and information to assist management with decision making.

Provides work instruction and assists employees with difficult and/or unusual assignments
By position, assists in the development and processing of workplans, data analysis, and reports.

By position, implements new rules and guidelines and policies.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, establishes and/or monitors current methods and policies, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Ensures quality, effectiveness and efficiency of department activities.

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

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.

Assists with conducting hiring interviews and selects candidate(s) for job openings(s).

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.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work 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 experience performing technical, administrative, and operational support work or at least one (1) year of experience as a Document Management Lead.

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

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-618

FLSA Code: N

Established Date: 8/25/2019

Established By: LS

Revised Date:

Revised By:

Class History: