



Office of Human Resources
Transcriptionist Senior - CC0304
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General Statement of Duties

Supervises the work of a transcriptionist office or unit.

Distinguishing Characteristics

Positions in this class supervise the work of a transcription office or unit. This class is distinguished from the classes of Criminal Justice Transcriptionist and Medical Transcriptionist that transcribe, type or word process a variety of criminal justice and medical reports and records, respectively.

Level of Supervision Exercised

Supervises one or two employees who do not supervise.

Essential Duties

Coordinates and supervises work assignments for transcriptionists.

Analyzes and monitors on-going work.

Researches and resolves work related problems.

Transcribes material that is of a rush or emergency nature or involves sensitive matters.

Trains new employees.

Supervises and assigns work to contract transcribers.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Maintains storage and retention of recorded tapes and records.

Determines appropriate release of information to inquiring parties.

Performs other related duties as assigned or requested.

Any one position may not include all of 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

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

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

Influencing - Collaborates with, persuades and influences others.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of medical or criminal justice references and research techniques sufficient to be able to utilize medical dictionaries and other resources.

Skill in facilitating highly confidential matters related to the agency or departmental policy.

Skill in using transcription and office keyboard equipment such as a typewriter, word processor, personal computer, or teleprocessing terminal including speed and accuracy necessary for the efficient production of transcripts.

Skill in maintaining files, records and tapes according to established procedures.

Education Requirement

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

Experience Requirement

Three (3) years of experience transcribing a variety of records and reports in a medical or police setting.

Education & Experience Equivalency

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

Licensure & Certification

None

Working Environment

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Level of Physical Demand

1-Sedentary (0-10 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.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

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.

Lifting: raising or lowering objects weighing no more than 10 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-617

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: