



Stria.com



Stria is an INC. 5000 business process outsourcing (BPO) company that focuses on delivering superb services in the following areas: document imaging, mailroom services, reprographics, file room management, record center staffing, file transportation, event planning and general administrative services.

The company serves a number of vertical markets including energy, government, health care, financial services and agriculture. Stria is always looking for team members (or "Strians" as we call ourselves) that are passionate, enthusiastic and devoted. The company is a privately held, forward-leaning organization that offers training, great compensation and a superb culture. More information can be found online at www.Stria.com/careers.

- Position** | Document Management Specialist (DMS) I - Part time (24 - 29 hours) with full time potential.
- Location** | Positions located in **Orange, California** and **Las Vegas, Nevada**
- Summary** | Document Management Specialists execute file preparation, document scanning and data entry services.

The successful candidate will be:
 - Superb in their attention to detail
 - Able to operate high-speed scanners
 - Skilled in data entry and typing
 - Neat in appearance
 - Equipped with superb customer service skills.
 - In possession of high energy and enthusiasm.
 - Driven to succeed.
- Compensation** | DOE
- To Apply** | Send a cover letter and resume to Careers@Stria.com .
For more information visit <http://www.stria.com/careers/>

Physical Requirements	Percentage of Work Time Spent on Activity			
	Rarely < 1%	Occasionally 1% to 33%	Frequently 34% to 65%	Continually 66% to 100%
Seeing: Must be able to see well enough to read reports, navigate facility, and aid staff and clients in meeting their needs.				X
Hearing: Must be able to hear well enough to communicate with staff, customers, and vendors.				X

Standing/Walking: Must be able to move around facility to access authorized locations and/or stand for extended periods throughout the facility.		X		
Climbing/Stooping/Kneeling/Reaching: Must be able to manually access and move boxes of records throughout the facility.		X		
Lifting/Pushing/Pulling: Must be able to regularly lift, push, and/or pull up to 50 pounds.		X		
Fingering/Grasping/Feeling: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling. Applying pressure to an object with the fingers and palm. – Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.				X

Identification Section

Position Title: Document Management Specialist

Department: HQ

Reports To: Regional Director, NorCal

EEOC Class: ASW

FLSA Status: Non-exempt

General Summary

Document Management Specialists execute enterprise-wide document management tasks and provide related services that allow clients to retrieve, capture, store, share, and destroy both physical and electronic documents.

Essential Job Functions

1. Manually move boxes of records and manually classify records into categories and sub-categories with accuracy and speed.
2. Participate in various phases of document imaging projects including file preparation, scanning, quality control, and indexing and image recognition.
3. Identify and classify documents or other electronic content according to characteristics such as formatting security level, function, and metadata.
4. Operate data capture technology, equipment and programs to import digitized documents into existing and build and format new document management systems.
5. Utilize and have a working knowledge of MS Office programs including, but not limited to, MS Word and Excel.
6. Conduct quality checks on imaging programs, formatting, and scanned images.
7. Ensure that work is accurate, complete, and delivered in a timely manner according to SOP (Standard Operating Procedure) guidelines.
8. Fulfill customer 'Special Requests' tickets within the contracted SLA (Service Level Agreement) turn-around time.
9. Deliver digital content on a flow basis.
10. Maintain expert-level understanding of methodologies and internal standard operating procedures (SOPs) as they relate to assigned opportunities and implemented programs.
11. Complete daily dashboards for assigned opportunities and save these in the clients file in SpringCM.
12. Propose recommendations for improving content management system and network capabilities.
13. Understand the time that is allocated to each activity and suggest adjustments to improve speed and accuracy.
14. Develop, document, or maintain standards, best practices of system and network usage procedures.
15. Write and enforce standard operating procedures (SOPs) within the areas of document imaging, file management, file transportation, program formatting, data storage, network setup and general administrative services.
16. Identify opportunities to improve the existing catalog of services and will work to expand the relationship.
17. Properly complete timesheet daily.
18. Actively monitors and makes necessary program adjustments to surpass client expectations.
19. Ability to effectively troubleshoot and remedy imaging and computer equipment and ability to properly setup and format data network systems and applied programs.
20. All other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Skill in maintaining our commitment to our customers; Ensures complaints are resolved in a timely manner to customers' satisfaction; elevates issues as appropriate.
- Skill in effective communication: speaking and writing to convey accurate information appropriate for the needs of the audience.
- Ability to operate computers running MS Windows Operating Systems.
- Ability to apply general rules to specific problems to produce answers that make sense.

Education and Experience

- Experience using 10-key by touch is preferred but not required.
- Competent and proficient with Microsoft Excel.
- Experience in document scanning is desired but not required.
- Vocational training in information data systems and/or technologies is desired but not required.

Working Conditions: Normal working conditions absent extreme factors.

Note: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive listing of all responsibilities, duties, and skills required.