



JOB DESCRIPTION

Position Title: Document Management Specialist

Department: Conversion Services

EEOC Class: Administrative Support Workers

Reports To: Production Coordinator

FLSA Status: Non-Exempt

Position 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

- Manually move boxes of records and manually classify records into categories and sub-categories with accuracy and speed.
- Participate in various phases of document imaging projects including file preparation, scanning, quality control, and indexing and image recognition.
- Identify and classify documents or other electronic content according to characteristics such as formatting security level, function, and metadata.
- Operate data capture technology, equipment, and programs to import digitized documents into existing and build and format new document management systems.
- Utilize and have a working knowledge of MS Office programs including, but not limited to, MS Word and Excel.
- Conduct quality checks on imaging programs, formatting, and scanned images.
- Ensure that work is accurate, complete, and delivered in a timely manner according to SOP (Standard Operating Procedure) guidelines.
- Deliver digital content on a flow basis.
- Maintain expert-level understanding of methodologies and internal standard operating procedures (SOPs) as they relate to assigned opportunities and implemented programs.
- Understand the time that is allocated to each activity and suggest adjustments to improve speed and accuracy.
- Develop, document, or maintain standards, best practices of system and network usage procedures.
- Performs other related duties as assigned.

Qualifications (Knowledge, Skills, Abilities)

- Excellent verbal and written communication skills
- Excellent organizational skills
- High degree of accuracy and attention to detail
- Excellent analytical and technical skills
- Excellent and creative problem-solving skills
- Ability to lift up to 30 pounds

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 30



pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.