

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Document Processing Supervisor	Job Family: 2
General Classification: Professional	Job Grade: 22

Definition: To supervise Document Processing Technicians; coordinate, organize, and supervise the production and output of the Document Processing Center; and assist departments in making the best use of services offered by the Center.

Distinguishing Characteristics: The Supervisor level recognizes positions that perform full, first-line supervisory responsibilities, including planning, assigning, and evaluating the work of subordinates, and is responsible for a program area within a work unit or department.

Receives direct supervision from the Purchasing and Support Services Manager.

Exercises direct supervision over Document Processing Technicians I/II, and III.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Supervise Document Processing Center operations, including participating in the selection of staff, working with employees to correct deficiencies, and evaluating employees.
2. Conduct analysis for evaluation of system and process improvements and make recommendations to the Purchasing and Support Services Manager.
3. Assist in the implementation of unit goals and objectives; establish schedules and methods for document processing; implement policies and procedures.
4. Type, edit, proofread, and revise routine, as well as the most complex documents, using various software packages on networked PC systems on an as-needed basis.
5. Create tables; merge text with graphics; proofread, edit, and revise processed documents; assume responsibility for document accuracy; store and retrieve documents from a shared file server.
6. Determine proper format, grammar, spelling, and punctuation for documents processed.
7. Understand and utilize document processing/desktop publishing equipment capabilities (correcting errors, editing, and making revisions) with accuracy and speed.

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8. Maintain accurate recordkeeping for efficient retrieval of system-filed documents, including file maintenance and system back-up procedures.
9. Respond to telephone inquiries and requests.
10. Proofread documents initiated by Document Processing Technicians, as necessary.
11. Coordinate, review, and assign all graphics work performed in-house and contracted to outside businesses.
12. Coordinate work flow, assign work priorities, and proofread documents in order to meet deadlines.
13. Organize and supervise production and output of the Center; assist departments in making the best use of the services offered.
14. Plan, prioritize, assign, supervise, and review the work of staff involved in document processing.
15. Provide and/or coordinate training for Document Processing Technicians and conduct trainings, in small or large groups, for Center users Citywide.
16. Communicate with users regarding status of documents being processed and Technician questions about documents being processed.
17. Evaluate Center operations, activities, and procedures; recommend improvements and modifications as appropriate; prepare various reports on operations and activities.
18. Build and maintain positive working relationships with coworkers, other City employees, and the public using principles of good customer service.
19. Respond to and perform e-mail document requests.
20. Maintain adequate level of office supplies.
21. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic mathematics; English language, including grammar, punctuation, and spelling; advanced function and use of PC systems and various

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software packages; standard proofreading techniques; principles of supervision, training, and performance evaluation.

Ability to: Organize, implement, and direct complex and centralized document processing operations/activities; multi-task various job functions as well as prioritize job flow; accurately type at 55 words per minute; proofread and edit complex documents; use and understand standard proofreading techniques; use dictionaries, handbooks, and other reference materials effectively; assign and review the work of others, including scheduling work of staff in order to meet deadlines; supervise, train, and evaluate assigned staff; interpret and explain pertinent City and departmental policies and procedures; stay abreast of state-of-the-art technologies; establish and maintain effective working relationships with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; multi-task and work under tight time deadlines.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Education equivalent to the completion of the 12th grade. Three years of increasingly responsible document/word processing, paralegal, office management, or executive assistant-level work experience, including one year at a lead and/or supervisory level. An associate's degree or higher from an accredited college is highly desirable and may be substituted for one year of work experience. Successful completion of course work or City training in supervisory management within one year of appointment is highly desirable. Completion of Microsoft Office Specialist certifications in Word and Excel are highly desirable.

Working Conditions: In addition to the regular work schedule, this position may be required to work evenings and weekends on an as-needed basis.

Established: January 1994

Revised: October 2016

HRD/CLASS SPECS

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