



## Job Profile

**ERS Job Title: Document Processor 1**

**Division: Member Services**

### Internal Job Profile Summary

Processes, organizes, files, stores, and retrieves various types of documents and records. Conducts inventories, transfers paper records to automated system, duplicates and/or scans documents, labels and maintains files, and assists as needed with data organization projects.

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### Job Responsibilities & Performance Standards

- Develops familiarity with agency structure and function and an awareness of divisional roles and responsibilities
  - Follows document processing protocols and procedures, and completes tasks and category assignments as required
  - Takes action to address supply, equipment, and/or facility maintenance needs by stocking copiers, distrusting supplies, and maintaining shared Document Center resources
  - Operates and maintains Document Center equipment which includes scanners, copiers, fax machines, envelope opener, mini-mailer, and postage meter machine
  - Identifies, classifies, sorts, and prepares documents
  - Scans and indexes documents to files by entering identifying information and assigning member/agency ID, plan, and document types
  - Properly routes documents in workflow by researching and assigning business unit and work type
  - Performs quality assurance checks on imaged documents
  - Assists with other duties as requested
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## Technical Competencies Required for Job

<b>Mail Sort and Document Preparation</b>	<ul style="list-style-type: none"> <li>▪ Has a basic understanding of the forms and corresponding types and the ability to sort them into established categories</li> <li>▪ Ability to comprehend, retain, and utilize document processing procedures</li> </ul>
<b>Scanning/Indexing Software</b>	<ul style="list-style-type: none"> <li>▪ Ability to operate and maintain scanners and perform data entry in scanning/indexing software</li> <li>▪ Ability to learn agency coding system and correctly apply to work, plan, and document type assignments</li> </ul>
<b>Pension Software</b>	<ul style="list-style-type: none"> <li>▪ Ability to navigate screens to locate basic information within the pension software</li> <li>▪ Ability to understand and apply information obtained from pension software to determine assignment and routing of documents in workflow</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>▪ Ability to maintain and operate Document Center equipment including:               <ul style="list-style-type: none"> <li>⇒ Scanners</li> <li>⇒ Copiers</li> <li>⇒ Fax machines</li> <li>⇒ Envelope openers</li> <li>⇒ Mini-mailer</li> <li>⇒ Postage meter machine</li> </ul> </li> </ul>
<b>MS Office</b>	<ul style="list-style-type: none"> <li>▪ Has a basic understanding of MS Office</li> <li>▪ Ability to navigate and perform data entry in MS Office</li> </ul>

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## Statewide Core Behavioral Competencies Required for Job

<b>Basic Level Competencies</b>	
<p>Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency.</p>	
<b>Accountability</b>	<p>Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust</p>
<b>Customer Service</b>	<p>Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service</p>
<b>Judgment and Decision Making</b>	<p>Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia</p>
<b>Results Orientation</b>	<p>Consistently delivers required business results; sets and achieves achievable, yet aggressive goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals</p>
<b>Teamwork and Cooperation</b>	<p>Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others</p>

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## Additional Behavioral Competencies Required for Job

<b>Basic Level Competencies</b>	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency.	
<b>Communication</b>	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
<b>Cultural Awareness</b>	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
<b>Flexibility</b>	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes
<b>Initiative</b>	Proactively identifies ways to contribute to the State's goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities
<b>Organizing*</b>	Able to keep projects moving toward completion; able to keep track of many things that must be done within a given timeframe; able to act according to priorities; able to balance workload demands
<b>Professional Development</b>	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge; acquires the skills needed to continually enhance his/her contribution to the State and to his/her respective profession

\*Additional competency required for job but not included in the State's predefined competency list.

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### Statewide Entry Qualifications

High school diploma or GED **AND** ability to perform basic office functions and computer related duties.

### ERS Preferred Qualifications

High school diploma or GED **AND** one year of job related experience; some college preferred or Associate's degree

### ERS Career Development Criteria

- Document Processor II
- Document Processor III
- Document Processor Supervisor

**Work Environment**

This is a general office environment consisting of cubicle desk space. Ambient room temperatures, lighting and traditional office equipment are provided as found in a typical office environment.

**Physical Demands**

Individuals working in this job are required to multi-task while seated. This includes answering phone calls, research information, and typing using computers throughout the workday. Also may require walking periodically, primarily on a level surface. Must be able to reach above shoulder height, below the waist, or lift (*up to 25 pounds*) to file documents or store materials.