

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS105780

DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
State Printing & Mail Services

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20073314

Reclassification   
  New Position   
  Update   
 Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Document Delivery Technician Supervisor  
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005596 Management Analyst Supervisor 1

Permanent     Classified    Overtime:  Eligible     Exempt    Bargaining Unit 22  
 Temporary     Unclassified  
 Intermittent     Essential    If FLSA Exempt, exemption type:    Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
 FROM: 8:30 a.m.    TO: 5:30 p.m.    Report in location subject to change

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
45	Directs & coordinates preparation & processing of more than one million pieces of negotiable instruments & other documents [e.g., Public Assistance (PA) & Temporary Assistance to Needy Families (TANF) warrants, medical identification cards & CRIS-E client notices] & bulk materials in Large Mailing Operation (LMO) using intelligent mailing systems (i.e., Bell Howell series 6000, MailStar, Bowe, &/or Royale); integrates networked production & mailing to assure integrity of document through processing cycle; supervises document delivery technicians; develops, promulgates & enforces unit policies & procedures (e.g., monitors processing for accuracy & timeliness; issues memos to clarify/update procedures; recommends awards for outstanding performance; imposes or recommends disciplinary action); develops, implements & monitors production schedules; schedules & distributes workload; ensures work is accurately completed (e.g., trains employees in pre-sorting & preparing mass mailings for release to post office); ensures by monitoring production & authorizing overtime that state/federal mandated deadlines are met to prevent federal sanctions &/or loss of funding; develops procedures to improve production & establishes quality control standards; maintains daily production records; ensures unit operations are in compliance with OSHA & related safety standards & practices (e.g., implements corrective action plans resulting from OSHA or other safety inspections; requisitions facilities cleaning, repair, maintenance & lighting; conducts informal safety inspections between formal OSHA inspections).	Knowledge of (1) DAS, State Printing, government, U. S. Postal & commercial courier rules, regulations, policies & procedures; (2) production processes; (3) employee training & development*; (4) OSHA & related safety standards & practices; (5) supervisory principles/techniques*; (6) office practices & procedures*. Skill in (7) operation of mailing handling equipment (e.g., intelligent mailing systems, inserters, burster, folder, scale, postage meter); (8) operation of personal computer or microcomputer; (9) calculator &/or adding machine. Ability to (10) deal with problems involving several variables within familiar context; (11) interpret & explain moderately complex technical instructions & specifications concerning proper use of mail handling equipment in order to direct assigned staff; (12) meet state/federal imposed deadlines; (13) gather collate & classify information about data, people or things; (14) write concise & accurate reports; (15) move fingers easily to perform manual functions repeatedly; (16) assess questions to provide appropriate information or referral; (17) lift up to 70 lbs.; (18) obtain & maintain valid drivers license. *developed after employment.

JOB CODE TITLE  
Document Delivery Technician Supervisor

JOB CODE  
12725

List Position Numbers & Job Titles of Positions Directly Supervised:  
 20073316 Document Delivery Technician  
 20073318 Document Delivery Technician  
 20073319 Document Delivery Technician  
 20073321 Document Delivery Technician  
 20073322 Document Delivery Technician

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Westhoven*

6/5/09

apd 7-9-09 cel

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Permanent     Classified    Overtime:  Eligible     Exempt    Bargaining Unit 22  
 Temporary     Unclassified  
 Intermittent     Essential    If FLSA Exempt, exemption type: Administrative    Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
 FROM: 5:30 a.m.    TO: 2:00 p.m.    Report in location subject to change

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
45	Assists document delivery technicians in operation of mail handling equipment (e.g., intelligent mailing system, inserter, burster, folder, scale, postage meter, & letter opener) & preparation of documents for mailing & processing (e.g., receives & logs Medicaid program provider warrants/statements & matches & prepares for mailing; maintains agency records on held or returned PA warrants; oversees manual hand pulls from PA & Medicaid runs); researches & provides assistance to counties & district offices concerning disposition of held &/or undelivered warrants & medical cards & on non-receipt materials; maintains storage & security of bulk food stamps for emergency transfer to county issuance points; assists counties with transfers of emergency food stamps (e.g., interprets & provides instructions on procedures; makes arrangements for deliveries); ensures security (e.g., locked storage, limited access, monitored storage & inventory) of negotiable supplies & follows proper procedures in releasing negotiable supplies to clients; maintains records on food stamps received & transferred; reviews all food stamp requisitions for completeness & accuracy before submitting to United States Department of Agriculture.	Knowledge of 1, 2, 3*, 4, 5*, 6*. Skill in 7, 8, 9. Ability to 10, 11, 12, 13, 14, 15, 16.
10	Performs other related duties (e.g., attends staff meetings & training sessions; routes correspondence; prepares attendance records; maintains records & logs; keeps current on postal regulations; gathers statistics for monthly reports & prepares reports; responds to telephone &/or written inquiries; authorizes supply requisitions & equipment repairs).	Knowledge of 1, 2, 3*, 4, 5*, 6*. Skill in 7, 8, 9. Ability to 10, 11, 12, 13, 14, 15, 16.

\* developed after employment.

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