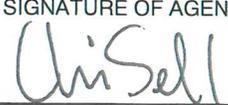


POSITION DESCRIPTION		AGENCY/DEPT ID DAS105780
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073314 JOB CODE TITLE Document Delivery Technician Supervisor JOB CODE 12725	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input checked="" type="checkbox"/>	
	USUAL WORKING TITLE OF POSITION Document Delivery Technician Supervisor		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 6:00 a.m. TO: 2:30 p.m. Report in location & work hours 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 four 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., Pitney Bowes APS, Flowmaster & DM1000 series): integrates networked production & mailing to assure integrity of document through processing cycle; supervises document delivery technicians; develops, promulgates & enforces unit policies & procedures, performs quality checks on each inserter throughout day & performs quality checks on each pallet before it is sent to our Presort Vendor (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 safety standards & practices (e.g., implements corrective action plans resulting from safety inspections; requisitions facilities cleaning, repair, maintenance & lighting; conducts informal safety inspections between formal inspections).	Knowledge of (1) DAS, State Printing, government, U. S. Postal & commercial courier rules, regulations, policies & procedures*; (2) production & quality control processes; (3) employee training & development; (4) 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, folder, scale, postage meter); (8) operation of personal computer & related hardware & software (e.g., Microsoft Outlook, Word, Excel); (9) operating 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) assess questions to provide appropriate information or referral; (16) obtain & maintain valid driver's license; (17) lift, push & pull up to 50 lbs.		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE		
See Table of Organization				
		DATE		
		10/18 2013		

Apd 10.18.13 cc

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: See Table of Organization

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: 6:00 a.m. TO: 2:30 p.m. Report in location & work hours 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, folder, scale, postage meter, & letter opener); prepares documents for mailing & processing; receives & logs Medicaid program provider warrants/statements (e.g., matches & monitors quality, prepares warrants 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	Knowledge of 1*, 2, 3, 4, 5, 6*, (19) customer service Skill in 7, 8, 9. Ability to 10, 11, 12, 13, 14, 15, 16, 17 (20) examine issues & problems & make sound decisions that reflect good judgment; (21) manage multiple tasks & responsibilities simultaneously
10	Performs other related duties: 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.

List Position Numbers & Job Titles of Positions Directly Supervised:
See Table of Organization

SIGNATURE OF AGENCY REPRESENTATIVE

Chris Sell

DATE

10-18
2013

JOB CODE
12725

JOB CODE TITLE
Document Delivery Technician Supervisor

Apd 10.18.13 (cc)