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POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
State Printing & Mail Services

POSITION NUMBER
20073322

JOB CODE TITLE
Document Delivery Technician

JOB CODE
12721

☒ State Agency ☐ County Agency ☒ New Position ☐ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Document Delivery Technician

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20073314 Document Delivery Technician Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Under general supervision, operates mail handling equipment [e.g., intelligent mailing systems (i.e., Bell & Howell series 6000, Bowe, Mail Star &/or Royale), inserter, burster, folder, scale, postage meter & letter opener] in order to prepare & process time sensitive essential documents [e.g., Public Assistance (PA) & Temporary Assistance to Needy Families (TANF) warrants, medical identification cards & Client Registry Information System-Enhanced (CRIS-E) or SETS client notices, Medicaid provider warrants, statements, computer printouts, OJI notices, Unemployment tax statements, benefit notices, warrants & 403s] for mailing in Large Mailing Operation (LMO); operates x-ray machine to scan all incoming U. S. Postal Service mail; tracks incoming certified mail & special courier deliveries; pre-sorts monthly mailings according to ODJFS & U. S. Postal Regulations; manually breaks down, separates &/or prepares documents too large for mail handling equipment (e.g., bursts, folds & matches documents, inserts in envelope, weighs, meters &/or prepares for mailing); reconciles warrant hold lists with machine diverted public assistance warrants; searches records to resolve discrepancies in case number & zip codes; resolves discrepancies on machine diverted or pulled warrants (e.g., contacts county departments &/or other ODJFS units to verify or correct information); sets up Jetstar 3000 presort machine to process essential documents.	Knowledge of (1) U. S. Postal Regulations; (2) production processes; (3) OSHA & related safety standards & practices; (4) DAS & State Printing policies & procedures*. Skill in operating (5) mail handling equipment (e.g., intelligent mailing systems, inserters, burster, folder, scale, x-ray machine, postage meter); (6) operation of personal computer. Ability to (7) deal with problems involving several variables within familiar context; (8) interpret moderately complex technical instructions & specifications concerning proper use of mail handling equipment; (9) understand mechanical procedures; (10) work within state/federal mandated deadlines; (11) sort items into categories according to established methods; (12) move limbs/fingers easily to perform manual functions repeatedly; (13) stand, sit or bend continuously; (14) assess questions & provide appropriate information or referral; (15) cooperate with co-workers on group projects; (16) add, subtract, multiply & divide whole numbers; (17) lift up to 100 pounds. *Developed after employment.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Jeffrey Westhoven/cc

DATE: 7/19/07

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8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
14	Breaks down & separates remittance statements for providers & nursing homes by provider number; matches warrants with appropriate statements & inserts them for mailing; contacts appropriate office to resolve any bar code discrepancies concerning statements; opens &/or examines & sorts returned undeliverable documents to verify accuracy & determine course of action; operates encoder to void documents; maintains logs & records; picks up &/or delivers documents to other state agencies or U. S. Postal Service; gathers supplies (e.g., paper, forms, warrants, labels) from print shop & store room to prepare mailings; performs all clerical tasks related to distribution mail (e.g., receives & stores stock & files, keeps logs of items distributed); may be required to drive State vehicle to deliver warrants to post office.	Knowledge of: 1, 2, 3, 4*. Skill in 5, 6. Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, 16.
14	Operates NCR encoder to tally & encode amounts on warrants before they are delivered to the Office of State Treasurer for further processing (e.g., checks encoder tape for accuracy, verifies total & dollar amount returned); maintains records; operates computer terminal to retrieve data from CRIS-E on held & returned warrants & medical cards; prepares money payment disbursement journals report for mailing to counties; adjusts, cleans & makes minor repairs to equipment; performs other related duties (e.g., sets up equipment for operations; analyzes daily use & ensures efficient use of equipment; checks & orders supplies; checks documents &/or equipment to maintain quality control; consults with on-site service representative to resolve problems; responds to routine inquiries).	Knowledge of: 1, 2, 3, 4*. Skill in 5, 6. Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, 16.

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POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20073314 Document Delivery Technician Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
14	Provides work direction & training for lower-level staff (e. g., monitors quality of work & production levels) in receiving, inspecting, inventorying, storing & distributing forms, manuals, handbooks, stock, supplies & other related materials in a large central warehouse; oversees stock rotation, record maintenance of lot numbers, expiration dates & inspection for damage; operates a UPS computerized mailing machine for daily shipment of packages; completes & maintains daily warehouse shipping, receiving & inventory records (e.g., on paper & computerized files); verifies accuracy of computerized inventory database; operates forklift &/or other warehouse equipment to move & store stock or equipment in accordance with OSHA or other applicable safety standards & practices; trains lower-level workers & assists staff in resolving problems regarding equipment &/or methods of operation; assists in preparing weekly/monthly production reports; lifts cartons weighing up to 60 pounds.	Knowledge of 3, 4*, (18) employee training & development*; (19) State Printing purchasing & requisition procedures*. Skill in 5, (20) operation of forklift*. Ability to 7, 11, 16, 17, (21) recognize unusual or threatening conditions (e.g., chemical storage) & take appropriate action; (22) complete forms accurately.
14	Operates computerized storage & retrieval system to access stock listings & records in hard copy, microfilm & digital media (e.g., enters, indexes, verifies, searches & corrects indexes); operates photocopy, microfilm/digital, & microfiche equipment to produce copies, digitize or film documents, including peripheral equipment (e.g., microfiche readers); prepares documents for filming/scanning (e.g., removes staples, tapes & inserts target sheets); inspects microfilm/digital product to ensure quality; transmits hard copy documents, microfilm & electronic documents attached to email upon customer request; labels & stores microfilm & compact disks according to established records management procedures; cleans, adjusts & performs routine maintenance on equipment &/or arranges for major repairs by service representatives; prepares & maintains production reports, monthly service statistics & maintains stock & records inventories as specified by supervisor.	Knowledge of 3, 16, (23) office practices & procedures. Skill in (24) operation of microfilm equipment* (e.g., microfilm printer readers, cameras, jacketer); (25) operation of digital scanning equipment* (e.g., Bell & Howell 8100D Plus, Canon CD-4050); (26) operation of personal computer systems using DOS & Windows software, including WordPerfect, GroupWise & Filenet*. Ability to 7, 12, 13, 21, (27) carry out detailed but basic written & oral instructions; (28) maintain accurate records; (29) comprehend & record figures accurately. *Developed after employment.

List Position Numbers & Titles of Positions Directly Supervised:

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8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
14	Transports materials, provides assistance in storeroom & maintains delivery vehicles: picks up & delivers various items (e.g., mail, parcels, equipment, cartons of checks, warrants) from & to ODJFS offices, other state offices; signs & accounts for pick ups; loads items, flats, hoppers, trays & other containers into & from trucks, vans, or other motor vehicles; loads & unloads items onto & from dollies & flat bed carts; moves dollies & carts to delivery points within same building; loads & unloads vehicles & picks up/delivers & distributes mail, stock, supplies, records & microfilm/compact discs on scheduled routes to various locations, lifting boxes weighing up to 100 lbs.; performs minor vehicle & equipment maintenance (e.g., gas, oil, tires, battery, washes).	Knowledge of 3, 16, (30) State Printing practices & procedures for pick up, delivery & storage of materials. Skill in (31) operation of motor vehicles used for pick up & delivery. Ability to 7, 12, 17, 26, 29, (30) obtain & maintain valid drivers license. *Developed after employment.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Jeffrey Westhoven/a

DATE: 7/19/07

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