

SENIOR DOCUMENT RESOURCE CENTER SPECIALIST

DEFINITION

To plan, assign and review the work of Document Resource Center operations within County Administration; to perform a variety of technical tasks relative to assigned area of responsibility; to operate microcomputer and mainframe computer terminal equipment; to process documentation, graphics and special applications requests, transcribe dictation from recording machines and produce finished copy; to format documents according to established manuals, policies and procedures; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Management Services Supervisor.

Exercises technical and functional supervision over assigned center personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Plans, prioritizes, assigns and reviews the work of staff in the Document Resource Center.

Evaluates center operations; recommends improvements and modifications; prepares various reports on operations and activities.

Provides and coordinates staff training; assists in evaluating employee performance.

Answers questions and provides information to the users; investigates complaints and recommends corrective action as necessary to resolve complaints.

Provides responsible technical support to complex or special projects including quality control, special applications, unusual formatting and procedures manuals.

Provides some technical support to other employees when necessary.

Operates microcomputer and mainframe terminal with software which has the ability to record, revise and store information for variable output.

Enters text from typed, handwritten or dictated material, recording a variety of documents and

LANE COUNTY
Senior Document Resource Specialist

manuals for various departments for retention and further revision.

Designs, formats and plans layouts for graphic charts, forms, and other documents.

EXAMPLES OF DUTIES

Transfers and maintains up-to-date Commissioners' Journals on the mainframe computer.

Proofreads both submitted raw data and information already keyed into the processor; performs corrections as required.

Follows complex verbal and written instructions.

Transcribes dictation either in rough draft or final form; proofs and edits for correct spelling, grammar and punctuation.

Types and enters into equipment agenda items, letters, budgets, agreements, handouts, reports and other documents.

Completes layout and planning for attractive appearance of finished copy; suggests proper format for final product.

Monitors performance of laser printer and sheet feeder during printing process.

Revises stored material.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment.

Basic principles of supervision, training and work coordination.

Principles and practices of editing and proofreading.

Computer software, peripherals, equipment and supplies.

Graphic layout and design.

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LANE COUNTY
Senior Document Resource Specialist

Ability to:

Make independent decisions.

Design and write technical procedures manuals.

Design, format and layout special graphics, forms, charts, and other documents.

Plan, assign and review the work of assigned staff.

LANE COUNTY
Senior Document Resource Specialist

Ability to:

Operate sophisticated microcomputer equipment.

Learn and work with a variety of different software programs as they relate to a document resource center.

Perform repetitive work requiring close attention to details.

Spell correctly and apply the proper use of grammar and punctuation.

Understand and follow oral and written directions.

Type at an accurate speed of 60 words per minute.

Use special formats of all of the various departments serviced.

Establish and maintain effective working relationships with center clientele.

Experience and Training

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in secretarial sciences, data processing, document production, graphics, or a related field is desirable.

Experience:

At least two years of responsible word processing, document production, and experience with software applications, including graphics, on a microcomputer.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.