

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Document Delivery Technician

SERIES NO.:

1272

MAJOR AGENCIES: BWC, DAS, Health, ODJFS,
Public Safety, Taxation**EFFECTIVE DATE:**

08/20/2006

SERIES PURPOSE:

The purpose of the document delivery technician series is to ensure proper mailing, handling &/or processing of time sensitive, essential documents (e.g., warrants, medical cards, remittance statements, negotiables, notices) for clients, recipients & providers in a Large Mailing Operation (i.e., LMO).

At the lower level, incumbents operate mail processing equipment to prepare materials for mailings or remittance stream.

At the higher level, incumbents direct & coordinate activities of a unit & supervise lower-level document delivery technicians.

Glossary: The following terms are to be interpreted to mean the following whenever they appear in the document.

Large Mailing Operation: Can be identified by intelligent, high speed mail processing systems in use (e.g., Bell & Howell series 6000, MailStar, Pitney Bowes 10K, Pitney Bowes series 9000, Pitney Bowes 8300 series inserter system, Bell & Howell Jetstar 3000, Mail Star &/or Royale, OPEX 7.5 multi purpose extractor, AS3600i high-speed scanner, NCR 7780 & NCR 7731 scanners), or there is a through-put in excess of 5,000 per hour in a production environment, or there is an average monthly volume in excess of 1,000,000 pieces of mail. A LMO integrates production, printing, remittance processing & mailing processes in a networked environment that allows complete integrity assurance of document through processing cycle.

Intelligent Mailing System: Equipment that reads Optical Character Recognition (i.e., OCR) or Optical Mark Recognition (i.e., OMR) or other machine readable symbology to obtain instructions for the machine to complete the mail job, & allows a document to be tracked anywhere in the process. The equipment can be stand alone systems or interfaced with a mainframe database & ties production to printing to output in the mail or remittance stream.

NOTE: Document Delivery Technicians & Supervisors are responsible for the timely processing of millions of dollars of negotiables each month within federal/state mandated timelines. Untimely processing could result in sanctions against the entire department &/or loss of funding.

This series is restricted for use only in agencies operating a LMO.

CLASS TITLE

Document Delivery Technician

CLASS NUMBER

12721

PAY RANGE

28

EFFECTIVE

04/30/2006

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of U.S. Postal Regulations, & experience in operating mail processing equipment in order to process time-sensitive, inbound or outbound, essential documents (e.g., warrants, medical cards, remittance statements, negotiables, notices) for large mailing operation.

CLASS TITLE

Document Delivery Technician Supervisor

CLASS NUMBER

12725

PAY RANGE

10

EFFECTIVE

08/20/2006

CLASS CONCEPT:

The supervisory level class works under direction & requires thorough knowledge of agency, government, U.S. Postal & commercial courier rules, regulations, policies & procedures & supervisory principles/techniques in order to supervise document delivery technicians in preparation of time sensitive, essential documents in Large Mailing Operation.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Document Delivery Technician	12721	09	04/30/2006	28

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates mail processing equipment (e.g., intelligent mailing & remittance systems, inserter, burster, folder, scale, postage meter, ink jet labeler & letter opener & letter extractor) in order to prepare time sensitive, essential documents (e.g., warrants, medical cards, remittance statements, negotiables, notices) for mailing in Large Mailing Operation, presorts documents according to agency, U.S. Postal Service &/or commercial parcel courier service requirements, manually breaks down, separates &/or prepares documents too large for mail processing equipment (e.g., bursts, folds, & matches documents, inserts in envelope, weighs, meters &/or prepares for mailing or deposit).

Opens &/or examines & sorts returned undeliverable documents to verify accuracy &/or determines course of action; operates encoder to void documents; forwards documents that require further processing; forwards & delivers documents; maintains records (e.g. departmental); operates computer terminal to enter & retrieve data; picks up &/or loads & unloads &/or delivers documents to other divisions, state agencies or U.S. Postal Service; gathers &/or delivers supplies (e.g., paper, forms, warrants, labels) from print shop & storeroom or other locations to prepare mailings; ensures integrity of document collations; verifies quantities & alpha-numerical ranges.

Performs specialized tasks related to mail processing equipment or various materials (e.g., sets up equipment for operations; analyzes daily use & ensures efficient use of equipment &/or supplies; checks & orders supplies; checks documents &/or equipment to maintain quality control; consults with on-site service representative to resolve problems); answers routine inquiries; consults with agency operations to research & resolve discrepancies.

Cleans & maintains mail processing equipment &/or delivery vehicles; operates various equipment (e.g., shredder; pallet stacker; EZ Go cart; pallet jack; delivery vehicles; tipping; sorting & bar coding equipment; personal computer/microcomputer; laser & thermal transfer printing equipment); maintains logs & inventory &/or performs inventory of materials & establishes reorder levels; completes forms; performs routine maintenance (e.g., cleans parts & performs minor repairs to mail processing equipment); keeps work area clean & properly stocked with supplies; performs minor maintenance on delivery vehicles (e.g., checks gas, tires, oil & battery; washes vehicles; schedules vehicles for maintenance).

MAJOR WORKER CHARACTERISTICS:

Knowledge of U.S. Postal Service & commercial parcel courier regulations; production & manufacturing processes; OSHA & related safety standards & practices; office practices & procedures*; agency policies & procedures*. Skill in operation of mail processing equipment (e.g., intelligent mailing & remittance processing systems, inserters, burster, folder, scale, postage meter, ink jet labeler, letter opener & letter extractor) & material handling equipment (e.g., pallet stacker, pallet jack, EZ Go cart); operation of personal computer or microcomputer. Ability to deal with problems involving several variables within familiar context; interpret moderately complex technical instructions & specifications concerning proper use of mail processing equipment; understand mechanical procedures; work within state/federal mandated deadlines; sort items into categories according to established methods; move limbs/fingers easily to perform manual functions repeatedly; stand, sit or bend continuously; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects; add, subtract, multiply & divide whole numbers; lift up to 70 lbs.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in operating intelligent, high-speed mail processing equipment (e.g., intelligent mailing system, inserter, burster, folder, ink jet labeler, letter opener & letter extractor) & material handling equipment (e.g., pallet stacker, pallet jack, EZ Go cart); 3 mos. trg. or 3 mos. exp. in operation of personal computer; 1 course or 3 mos. exp. in general U.S. postal regulations.

Note: If position requires operation of state vehicle to pick up &/or deliver documents, applicant must also possess valid Ohio Driver's License. If position requires operation of motorized vehicle regulated under Chapter 4506 of Revised Code, applicant must also possess valid Commercial Driver's License.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Exposed to loud or constant noise; required to sit or stand for long periods of time; required to lift up to 70 lbs; required to provide own transportation if state vehicle is not available; may be required to work flexible shift (e.g., early arrival/late departure); overtime, including weekends &/or holidays may be required; may be exposed to dust, dirt, inclement weather & extreme temperatures.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Document Delivery Technician Supervisor	12725	EX	08/20/2006	10

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises document delivery technicians in preparation of time sensitive, essential documents (e.g., warrants, medical cards, remittance statements, negotiables, notices) in Large Mailing Operation (e.g., ensures integrity of work unit output; establishes priorities; transmits decisions & directives from higher level authorities; researches, plans & organizes new mailing activities trains staff; assigns work; monitors job performance of staff), develops & enforces unit policies & procedures, develops, implements & monitors production schedule, coordinates production processes from print shop or other location through output into mail stream, remittance system or commercial parcel courier service, ensures timely output of documents (e.g., within state/federal mandated deadlines to prevent federal sanctions or loss of funding) & ensures LMO is in compliance with OSHA & related safety standards & practices.

Assists document delivery technicians in operation of mail processing equipment (e.g., intelligent mailing system, inserter, burster, folder, scale, postage meter, remittance processing equipment, ink jet labeler & letter opener/extractor) & preparation of documents for mailing & processing; maintains supplies for document preparation which may include negotiable materials for unit operations; ensures security of negotiable supplies; follows proper procedures in releasing negotiable supplies to clients; assists with delivery & pick up of various materials; loads & unloads vehicles; operates motorized vehicles to pick up & deliver items (e.g., records, correspondence, supplies, parcels, messages) as necessary.

Routes correspondence; prepares attendance records; approves activity reports & leave requests; maintains logs; monitors storage & inventory of materials & supplies or performs inventory of materials & establishes reorder levels; prepares reports; distributes journals; responds to telephone &/or written inquires; consults with agency operations to research & resolve discrepancies; determines need for & requisitions equipment repairs & supplies; monitors proper use of equipment.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency, government, U.S. Postal, & commercial parcel courier rules, regulations, policies & procedures; production & manufacturing processes; employee training & development*; OSHA & related safety standards & practices; supervisory principles/techniques*; office practices & procedures. Skill in operation of mail processing equipment (e.g., intelligent mailing systems, inserters, burster, folder, scale, postage meter, remittance processing equipment, ink jet labeler, letter opener/extractor); operation of personal computer or microcomputer; calculator &/or adding machine. Ability to deal with problems involving several variables within familiar context; interpret & explain moderately complex technical instructions & specifications concerning proper use of mail processing equipment in order to direct assigned staff; meet state/federal imposed deadlines; gather, collate & classify information about data, people or things; write meaningful, concise & accurate reports; move fingers easily to perform manual functions repeatedly; assess questions to provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in operating mail processing equipment (e.g., intelligent mailing system, inserter, burster, folder, scale, postage meter, remittance processing equipment, ink jet labeler & letter opener,); 9 mos. trg. or 9 mos. exp. in operation of personal computers; 6 mos. trg. or 6 mos. exp. in office practices & procedures; 3 courses or 9 mos. exp. in agency, U.S. postal & commercial courier rules, regulations, policies & procedures.

-Or 12 mos. exp. as Document Delivery Technician, 12721.

Note: If position requires operation of state vehicle to pick up &/or deliver documents, applicant must also possess valid Ohio Driver's License. If position requires operation of motorized vehicle regulated under Chapter 4506 of Revised Code, applicant must also possess valid Commercial Driver's License.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Exposed to loud or constant noise; may be required to work a flexible shift (e.g., early arrival/late departure); overtime, including weekends &/or holidays may be required; may be exposed to dust, dirt, inclement weather & extreme temperatures.