



**DISTRICT OF COLUMBIA RETIREMENT BOARD  
Position Vacancy Announcement**

<b>ANNOUNCEMENT NO:</b> 20170125	<b>POSITION:</b> Data Technician (Lead)
<b>OPENING DATE:</b> Wednesday, January 25, 2017	<b>CLOSING DATE:</b> Monday, January 30, 2017
<b>TOUR OF DUTY:</b> 8:30 a.m. – 5:00 p.m., Monday - Friday	<b>STARTING RANGE:</b> \$47,916 – \$59,895 DOQ (Grade 5) (Career Service); Entire Range: : \$47,916 – \$74,030
<b>LOCATION:</b> 900 7 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Washington, DC 20001	<b>AREA OF CONSIDERATION:</b> Open to all applicants
<b>NUMBER OF VACANCIES:</b> One (1)	<b>TYPE OF APPOINTMENT:</b> Probationary to Regular
<u>This position is <b>NOT</b> in a collective bargaining unit.</u>	

**\*\*\* Successful pre-employment criminal, financial, educational and certification background check required \*\*\***

**ABOUT THE D.C. RETIREMENT BOARD:**

The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans, as well as to administer benefits for the members of the plans.

**POSITION SUMMARY:**

This position is the lead staff member in the Benefits Department Member Services Unit responsible for overseeing the auditing and quality control of files/documents for onsite and offsite storage and the department's imaging system. This position is responsible for meeting the work demands with the skills to plan, organize, and coordinate the work to ensure that incoming and outgoing documents are properly and timely imaged. This position's responsibilities include preparing, scanning, and validating files/documents for image quality uploaded to our electronic image system (FileNet) and other DCRB systems needed for tracking. As the subject matter expert (SME), this position provides guidance to Benefits staff on Department's standards for imaging systems, such as indexing and categorizing documents used for tracking and retrieving data and provides guidance to the department's Member Service Representatives.

**PRIMARY RESPONSIBILITIES**

- Under direct supervision of the Member Services Manager, responsible for the security and organized storage of Member documents and other department paper documents; converting paper documents to digital images, and establishing a process to retrieve documents to maximize the effectiveness and to optimize the productivity and efficiency of the Member Services Unit and other Benefit Department Units.
- Provides training on using, maintaining, retrieving, releasing and exchanging records (*FileNet and Iron Mountain*) to staff assigned to perform record storage and imaging assignments.

- Plans, organizes, and coordinates the work of staff to ensure that incoming and outgoing documents are properly recorded and imaged on a daily and weekly basis.
- Provides feedback to other team members on records retention related matters.
- Keeps management apprised of overall project performance (i.e., staffing or resource needs, completion dates, changes/delays in scheduling, etc.)
- Leads the review of documents for accuracy and compliance to Department's standards for record keeping requirements.
- Establishes and develops the procedures for indexing, assigning document categories and to ensuring the content of the documents are preserved.
- Reviews and creates daily and weekly reporting to monitoring volume and quality levels. Reports statistics to the Member Services Manager.
- Reconciles at least 15% of data discrepancies per month.
- Ensures that all incoming documents are scanned on entry, reviewed for content, and forwarded for action through the department's work flow standards for processing.
- Inspects documents to ensure quality of the scanned images and to validate data in preparation for upload to designated computer systems.
- Understands the business functions of all department documents to ensure the documents are forwarded to the appropriate Benefits Department Unit.
- Tracks and documents record actions (*FTP Uploads*); create reports, and briefings when required.
- Distributes incoming mail and prepares outgoing mail for deliver, including logging all mail into the prescribed tracking tool and routes to appropriate staff, examining incoming materials and codes them numerically, alphabetically, or by subject matter, and coordinating mass mailing efforts for the Benefits Department
- Initiates, performs, schedules, and oversees regular maintenance to department scanning equipment.
- Prepares and scans staff correspondence (*internal documents to include outgoing emails*) within 24-hours of receipt.
- Uploads and manages documents on internal shared drives.
- Collaborates with unit managers on any special projects.
- Conducts semi-annual records management reviews in accordance with internal policy.
- Lifts, loads, and moves boxes (average weight: 40 pounds).
- Responsible for other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Advanced knowledge and experience using imaging systems to scan and/or retrieve active and retiree file information as requested and when problems with the imaging equipment develops, works with imaging vendor and/or the DCRB Information Technology (IT) department to ensure timely and accurate scanning of member documents and information.
- Advanced knowledge of Canon scanner processing and Kofax Capture data functions.
- Advanced knowledge of Benefits records management process and procedures;
- Advanced knowledge of Benefits mail process and procedures;
- Advance knowledge of Benefits library of forms and the process and procedures for use.

- Advanced knowledge of tools required to perform Member Services including, photocopier machines; fax machines, image processors, and ancillary fulfillment equipment.
- Skilled in the use of personal computers and Microsoft office products; attention to detail and quality.
- Advanced knowledge of and previous training for customer service and communication skills and excellent verbal and written communication skills. This includes the ability to generate mass mailings using mail merge processes, ability to create, compose, and edit written materials, and ability to maintain confidentiality of records and information.
- Knowledge of Microsoft Office products used in publications: Word, Adobe Acrobat, PowerPoint, and related programs.
- Knowledge of secured file transfer commands and protocol.
- Ability to lead and motivate other team members.

## **BEHAVIORAL COMPETENCIES**

### **Organizational**

- Willingness to work and lead as a part of a team.
- Displays a strong commitment to organizational success
- Inspires others to commit to goals
- Strong organization and project coordination skills.
- Accessible to lead and influence fellow team members to apply consistency and accuracy to their work.

### **Communication**

- Leads and motivates staff in completion of daily and weekly record retention goals.
- Regularly communicates information and ideas verbally or in writing so that others will understand clearly.
- Communicate effectively, both orally and in writing (formal and informal).
- Consistently supports others by editing and proofreading documents to ensure accuracy; drafts and edits general correspondences, memos, charts, tables, graphs, reports, etc.
- Consistently delivers products reflecting a highly professional image of the organization, both through formal and informal lines of communication.

### **Problem Solving**

- Assists the manager in establishing and implementing changes to the filing system process and procedures as outlined in the records management policy.
- Recommends and develops policies and procedures for records retention matters that are not covered by existing policies.
- Takes responsibility as a member services subject matter expert to sufficiently research incoming documents to determine the end user and ensuring that documents are timely distributed
- Communicates with the manager regarding questionable documents received with no easily defined end user for distribution of mail.

## **QUALIFICATIONS**

- Experience with overseeing file maintenance for active and retiree member documents including storing, organizing, tracking, updating, retrieving, and archiving records, (both in hardcopy and electronic) and coordinates Experience in prepping, scanning, and performing quality assurance tasks related to documents received.
- Experience in retrieval of physical and electronic records used for staff reviews and audits.
- Experience in advanced records retention activities.
- Associate's degree or equivalent with at least three to four years of office experience, or
- A minimum of three years specialized experience that provided the knowledge, skills, and abilities to successfully perform the duties of the position.

### **WORKING CONDITIONS**

- Normal office environment
- May be required to lift, load and move boxes (average weight: 40 pounds)
- Work schedule 8:30 am – 5:00 pm

**COMPENSATION LEVEL:**      **DCRB Grade 5**

*This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.*

**RANKING FACTORS:**      NONE

**HOW TO APPLY:**      Applicants must submit a completed DC2000 Employment Application form, letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here: <http://dcrb.dc.gov/service/working-dcrb>

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

**WHERE TO APPLY:**

**Via Email to:** [dcrb.vacancies@dc.gov](mailto:dcrb.vacancies@dc.gov)

**Via U.S. Mail to:** HR Director  
DC Retirement Board  
900 7<sup>th</sup> Street NW, 2<sup>nd</sup> floor  
Washington, DC 20001

**Via Fax to:** (202) 343-3302  
Attention: HR Director

**NOTE:** It is imperative that all information on the DC2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.

**NOTICE OF NON-DISCRIMINATION:** In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code, §2-1401.01, et seq. (Act), the District of Columbia Retirement Board does not discriminate in its programs and activities on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family status, family responsibilities, matriculation, political affiliation, disability, source of income or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS:** An offer of employment with the DCRB is contingent upon the completion and satisfactory result of a criminal, education and financial background investigation conducted by the DCRB or authorized agent prior to commencement of duty. In addition, an offer of employment for a position with specified education and certification qualification requirement(s) is contingent upon the completion and satisfactory result of an educational and/or certification background investigation conducted by the DCRB or authorized agent prior to commencement of duty (Pursuant to DCRB Policy No. DCRB-09-1-01).

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 et seq.) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 et seq. (2001).

**DRUG-FREE WORK PLACE ACT OF 1988:** "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."



**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES**

