



Job Description

Job Title: Documentation Specialist 1

Department: Training Department

Reports To: Training Manager

Salary Grade/Salary Range: 5 (\$11.88/hr - \$18.19/hr)

Revision Date: 12/09/15

Position Summary

Under general supervision, this individual primarily focuses on developing operational procedures, job aids, policies, forms, memos and other operational and training material. Works with department heads, co-workers, and subject matter experts to develop and produce accurate, logical, user-friendly material. As part of the Training Department, this individual may also participate in individual or group training. Must be an organized, self-motivated individual who enjoys participating in a team environment.

Essential Job Functions and Responsibilities

- Regular and predictable attendance and punctuality.
- Prepare instructional documents for inclusion in: Procedure Manuals, Policy Manuals, Job Aids and other training material.
- Format procedural steps in a logical order.
- Write instructional memos that accompany policies, procedures, and revisions. Memos should be brief but thorough, and have a consistent format with other department memos.
- Work closely with Training Manager and co-workers to ensure documents meet established standards.
- Utilize a variety of software such as: Adobe InDesign, Photo Impact, MS Office suite and Adobe Acrobat Professional to create procedures, forms and other training materials.
- Proofread and edit personal work, and that of others, for proper grammar, spelling, overall readability, and adherence to departmental standards and guidelines.
- Work with Department Heads and other Subject Matter Experts to record and develop procedures through research, interviews and job shadowing.
- Test procedures independently and with user groups, as appropriate.

- Organize and produce procedural and policy revisions for a large number of topics.
- Set realistic time lines for completing procedures, and meet publication deadlines.
- Assist employees with utilizing the Training Library and maintaining the database.
- Create and revise forms for use within iDO and outside the new accounts application.
- Assist employees who are taking online tutorials with log-on and problem resolution.
- Track training using TMS and other external training databases.
- Assist Training Manager with special projects, as needed.
- Other duties as assigned.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience Requirements

- High School Diploma or General Education Degree (GED) required; an emphasis on grammar, writing and publishing preferred.
- Banking experience is preferred.
- Proficiency using software such as MS Word to create procedures, reports, memos or forms required.
- Experience using Microsoft Excel, Adobe InDesign, Adobe Photoshop, Adobe Acrobat Professional, Photo Impact or similar software preferred, but will train.

Minimum Typing Speed Required

45 wpm or higher.

Language Skills

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.
- Excellent spelling and grammar skills required.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Other Skills and Abilities

- Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking-related software preferred.
- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.
- Ability to organize and prioritize multiple work projects.
- Ability to function independently in a high volume production environment.
- Ability to adapt without notice to changing schedules and tasks.
- Detail-oriented with the ability to produce accurate work in a timely manner.
- Ability to easily learn and adapt to a variety of different software programs.
- Professional and courteous approach in dealing with a wide variety of bank employees and managers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 10-20 pounds and occasionally lift and/or move 10-20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

Acknowledgment:

I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.

Employee Signature

Date

Supervisor Signature

Date