



Career Service Authority
Senior Transcriptionist

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GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of a transcription office or unit.

DISTINGUISHING CHARACTERISTICS

Positions in this class supervise the work of a transcription office or unit. This class is distinguished from the classes of Criminal Justice Transcriptionist and Medical Transcriptionist that transcribe, type or word process a variety of criminal justice and medical reports and records, respectively.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

Supervises one or two employees who do not supervise.

ESSENTIAL DUTIES

- Coordinates and supervises work assignments for transcriptionists.
- Analyzes and monitors on-going work.
- Researches and resolves work related problems.
- Transcribes material that is of a rush or emergency nature or involves sensitive matters.
- Trains new employees.
- Supervises and assigns work to contract transcribers.
- Maintains storage and retention of recorded tapes and records.
- Determines appropriate release of information to inquiring parties.
- Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

- Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.
- Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.
- Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.
- Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.
- Flexibility** - Adapts quickly to changes.
- Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.
- Memory** - Recalls information that has been presented previously.
- Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

Self Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Technical Competence - Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of supervisory principles and practices sufficient to be able to plan, schedule, and provide assistance to subordinate employees.

Knowledge of training techniques sufficient to be able to provide training relative to the work assignment.

Knowledge of grammar, spelling, punctuation and sentence construction sufficient to be able to transcribe, review, and edit reports, memos, and documents.

Skill in operating office keyboard equipment.

Skill in the interpretation and application of written guidelines, precedents, and work practices to standardized work situations or specific cases.

Skill in recognizing non standardized situations and preparing recommendations for problem resolution.

Skill in proofreading and correcting documents for spelling, content, accuracy and form.

Skill in maintaining and organizing confidential files and records.

Skill in maintaining and organizing pertinent facts.

Skill in maintaining files, records, and manuals according to established procedures.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of experience transcribing a variety of records and reports in a medical or police setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for two years of the required experience.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training course prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Pat Anderson

REVISED DATE: 03/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Spec placed into current format; distinguishing characteristic and competency statements added.