DENVER
THE MILE HIGH CITY

Office of Human Resources
Document Management Technician II - CC3144

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General Statement of Duties

Performs all aspects of document management operations.

Distinguishing Characteristics

There are four classifications in this series. The Document Management Technician I, Document Management Technician II, Document Management Lead and Document Management Supervisor. This class is distinguished from the Administrative Support Assistant series that performs a variety of clerical work.

Essential Duties

Reviews and evaluates applications and/or documents (both paper and electronic) submitted by clients for public assistance programs to verify completeness and acceptability and sends application and/or documents to Supervisor or Lead when they should be processed by another county.

Contacts clients to schedule interview and/or to verify information submitted on documents that are used to determine eligibility for assistance programs.

Researches databases to determine and identify key information and data elements related to submitted applications and documents.

Prepares and organizes paper applications and/or documents and then performs all aspects of scanning including using and manipulating imaging equipment and software and ensuring that scanned images meet quality standards.

Uses public assistance program knowledge and information obtained through database research to input critical data, categorize and route associated applications and/or documents as well as create workflow tasks within systems.

Performs quality assurance by examining and checking the accuracy of work done by team members and communicating and resolving errors identified.

Reviews, recommends and implements modifications to procedures and workflow as necessary to ensure efficient and effective document management.

Tracks and communicates issues that occur while performing document management operations.

Follows Federal and State regulations regarding timeliness and quality for public assistance applications.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills- Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Written Communication- Expresses facts and ideas in writing in a succinct and organized manner.

Knowledge & Skills

Skill in data entry.

Skill in review forms for accuracy and completeness.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of clerical experience and one (1) year of experience as a Document Management Technician I.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.
Color vision: Ability to distinguish and identify different colors.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 20 pounds from one level to another.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-10
FLSA Code: N
Established Date: 8/25/2019
Established By: LS
Revised Date: 9/1/2025
Revised By: BM
Class History: 9/30/19 - Updated the assessment requirement; 9/1/25 – Removed Default Assessment Test per TA/HRTI audit.