



**Document Management Specialists** compile, process, and maintain data and records according to established guidelines. These data and records may be related to billing or invoicing or other business-related topics. Document Management Specialists may also perform other administrative tasks related to daily business operation, many of which could be clearly defined, closely related, and repetitive.

#### Example Positions

*Accounting Assistant, Accounts Receivable Clerk, Billing Clerk, Claims Clerk, Documentation Specialist, File Clerk, Office Assistant*

## Competencies

**Quality Focus** – Document Management Specialists ensure that all work in one’s own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

**Extended Task Focus** – Individuals who exhibit this competency are able to perform the same work function for a significant amount of time while remaining focused and without becoming disengaged. This competency is about being comfortable with a structured schedule and well-defined work tasks.

**Compliance** – Document Management Specialists work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company’s standards of conduct.

**Time Management** – They focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

**Accountability** – They take responsibility for their own performance and accept full ownership of issues, problems, and opportunities regardless of the source. They work in a careful and organized manner, pay attention to all pertinent details, follow through on commitments and promises, and build trust through reliability.

**Organizational Citizenship** – Individuals who exhibit this competency focus efforts toward the common good; place the organization’s goals before individual, functional, or business unit goals; and demonstrate the desire to be a part of something that extends beyond their own self-interest.

## Representative Behaviors

- Demonstrates great attention to detail
- Avoids distractions when handling routine tasks
- Acts in accordance with policies, procedures, and guidelines
- Switches quickly between tasks with minimal time wasted
- Implements ways of measuring and monitoring own performance against expectations
- Makes decisions and acts in ways that adhere to one’s own principles and reinforce the company’s mission and values



## Document Management Specialist Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity