JOB DESCRIPTION

Job Title: Documentation Specialist
Department: Accounting
Reports to: Accounting Manager
FLSA Status: Hourly, Non-exempt
Prepared Date: April 16, 2013

SUMMARY

The main purpose of this position is to document the business processes and provide research assistance to management. The team member will be responsible for the documentation of business processes, workflows and training material. This team member will also work with management to analysis the business processes, workflows and training material for improvement opportunities and when needed, help define the operational impact of proposed modifications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interviews internal Business Subject Matter Experts (SMEs) to understand work functions and processes and gather information

Develop materials to document operational end-to-end process flows

Summary recommendations from SMEs for process improvements and other findings

Writes detailed policy and procedure documents based on discussions with process owners and identification / creation of process flows with an emphasis on accuracy and compliance with business needs

Develop and organize training materials, visual aids, and other education materials

Maintain Master Document Control Listing and ensure compliance with documentation procedures

Provide research assistance to management and assist with other projects on an as-needed basis
EDUCATION and EXPERIENCE

- Strong problem solving and critical thinking skills
- Excellent verbal, written and interpersonal skills
- Strong organizational skills
- Technical writing skills
- High level of proficiency in Excel, Word and Access

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment

QUALIFICATIONS

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.

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