

SYSTEMS FORMS SPECIALIST ROLE

Role Summary

The Systems Forms Specialist Role consists of one grade level (11). The incumbent is responsible for creating new templates, and updating and maintaining existing templates as changes or defects occur in forms and correspondence (80%). Other duties include quality control and research in IRIS and mainframe for batch print documents (tax bills and letters generated by auditors, collectors, registration and licensing staff, etc.) and acting as backup for phone, liquor licensing duties, etc. (20%). Primary contacts are with management officer, IRIS staff, information technology staff, internal/external stakeholders, and other division staff.

Working Conditions

Work often involves stressful situations due to work deadlines and volume. Extensive computer and keyboard use and sitting or standing for long periods of time.

Education and Experience

- Competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and one year of experience in office practices and procedures, including editing, proofing, and electronic systems forms design. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.

- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 11

Predominant/Essential Duties

- Work with business analysts to create new templates as tax types are converted to IRIS.
- Update template and database changes as they occur in POINTS and IRIS.
- Monitor form changes.
- Maintain forms.
- Provide assistance in testing templates
- Maintain contact with internal customers regarding design issues and process needs.
- Coordinate feedback for quality assurance.
- Follow-up with internal customers to ensure accuracy of and satisfaction with new and revised templates.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Systems Forms Specialist Role

Competencies	Grade 11 Minimal Guidance
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs as pertains to role.	B
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	B
Demonstrated knowledge and ability in organization techniques relative to the role.	B
Demonstrated skill and ability to work on multiple tasks.	B
Demonstrated analytical skills relative to the role.	B
Demonstrated research skill relative to the role.	B
Demonstrated knowledge of the IRIS application and its core processes.	B
Demonstrated knowledge of general office practices.	B
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B
Demonstrated ability to resolve problems.	B
Demonstrated ability to think creatively and recommend innovative solutions.	B
Demonstrated ability to manage time effectively.	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results, following issues through to completion.	B

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.