



## Document Specialist For Dynamic Non-Profit Promoting Higher Education

<b>Title:</b>	Document Specialist
<b>Department:</b>	Administrative Services -- Document Management
<b>Minimum Starting Salary:</b>	\$11.54/hour
<b>Grade:</b>	Full-time, non-exempt, 10
<b>Hours:</b>	8am-5pm M-F
<b>Location:</b>	Journal Center – 7400 Tiburon NE, 87109

### Position Summary:

---

Under general supervision, to perform a variety of complex record and document filing, maintenance, imaging, indexing and retrieval work in support of customer service; and to provide general information and assistance to staff.

### Primary Duties:

---

Perform a wide variety of records management work including imaging and indexing of documents, maintenance and retrieval of records, and verifying accuracy of information.

- Sort and file large volume of files.
- Imaging incoming documents; both mail and faxes.
- Auditing imaged documents.
- Work all imaging queues, linking, quality assurance, and route documents to the appropriate departments.
- Open, sort and log return mail into computer system (IFA) as locate items, including messaging the system.
- Covering the front desk, including answering the PBX station.
- Pick up and deliver output letters daily.
- Maintaining department stats and updating department procedures.
- The ability to multitask on a variety of projects and have the skill set to handle assigned projects, with short notice.
- Maintain database files.
- Create new borrower accounts on spreadsheet files and maintain records for the department.
- Image and file promissory notes.
- Keep files organized by manually checking to ensure for misfile and proper numerical order.
- Research and physically search for missing files and documents unitizing the computer and checking the file room.
- Maintain imaged files and records in an organized and orderly manner.
- Enter and retrieve files and information from the computer system.
- Maintain records system including receipt, storage, retrieval and disposition of files and records.
- Train other employees and cross-train on a unit/department functions.
- Prepare routine reports and create bar charts and graphs.
- Merge, print, and mail letters.
- Review and make corrections to forbearances ordered by other departments and mail them to borrowers.

- Review forbearance reject report, notify Operations department of possible reprints, and make notation in the servicing system.
- Process, merge, and print loan verification certificates and notate the servicing system. Mail completed certificates to Direct Loans.
- Reprocess and return underpaid loan verification certificates to Direct Loans and notate the servicing system.
- Remove borrowers from the Easy Pay program that are 30 days or more past due. Notate the servicing system and send letter to the borrower.
- Check for any returned electronic billing statements.
- Re-disclose accounts if necessary.
- Work, merge, and print disclosure report.
- Perform other duties and responsibilities as assigned.

#### **Skills Needed:**

---

- General office or clerical experience preferred.
- Honesty/Integrity/Trustworthiness – Being sincere, truthful and ethical.
- Oral & Written Expression – The ability to communicate information and ideas, both verbally and in writing, so others will understand. Proficiency in business writing and active listening highly recommended.
- Establishing & Maintaining Interpersonal Relationships – Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Teamwork – The ability to interact effectively in a team environment, complete assigned tasks accurately and on time and the skill to solve conflict in a positive manner.
- Decision Making & Problem Solving – Analyzing information and evaluating results to determine the best solution and solve problems.
- Interacting with Computers – Knowledge of applicable computer systems and software programs.
- Dependability & Accountability – Being reliable, responsible, and dependable. Fulfilling obligations in a timely manner.
- Initiative – Anticipate needs and take on responsibilities and challenges.
- Stress Tolerance – Accepting criticism and dealing calmly and effectively with high stress situations
- Conflict Resolution Skills – Resolving issues as soon as they arise through collaborative efforts.
- Self Control – Maintaining composure and avoiding aggressive behavior, even in very difficult situations.
- Providing Solutions -- Developing solutions on processes that need attention.
- Customer Service (External & Internal) – Meeting customer’s needs in a timely manner, actively looking for ways to help others, and understanding service principles and processes; customer needs assessments, meeting quality standards, and evaluation of customer satisfaction.
- Organizing, Planning, & Prioritizing Work – Managing one’s own time. Developing specific goals and plans to prioritize, organize and accomplish work.
- Maintaining Confidentiality – Safekeeping and protecting data. Non-disclosure of customer, employee and business partner information.

**Technical Skills Needed:**

---

- Knowledge of modern office procedures and methods
- Knowledge of imaging principles and procedures
- Knowledge of records management principles and procedures
- Knowledge of paper flow, filing techniques, and literature
- Skill in maintaining reference and correspondence files.
- Techniques of proper telephone etiquette.
- Skill to multi-task
- Operate a motor vehicle safely

**Qualifications:**

---

- General office or clerical experience preferred.
- High school diploma or equivalent to a high school diploma.
- Possession of, or ability to obtain, a valid driver's license.
- Essential duties require the following physical skills and work environment:
  - Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 25 lbs.; ability to travel to different sites and locations.

**Apply Today:**

---

Send us your cover letter and resume by email to: [employment@nmstudentloans.org](mailto:employment@nmstudentloans.org)

***All positions require a pre-employment credit check, criminal background check, and drug screening test.***

***Essential duties require the following physical skills and work environment: Ability to work in a standard office environment including ability to sit, stand, walk, kneel, and crouch, stoop, squat, twist, and lift 25 lbs.***

**About Us:**

---

The [New Mexico Educational Assistance Foundation](#) is a respected non-profit organization helping New Mexico's families plan, prepare, and pay for higher education since 1981. The administrative services department is composed of seasoned professionals. Our secure office is located in the beautiful Journal Center area. People like working here; the average tenure of our 90+ employees is 10 years.