

## **Production Manager**

Responsibilities for this position will include managing the workflow processes and ensuring document scanning standards are practiced and followed.

### **Daily Operations:**

- Coordinate box/document transfer, chain of custody from local operations.
- Provide customer billing information to administration
- Management of the Kofax workstations and scanners capacity.
- Development of batch classes and documentation as needed.
- Monitoring of document scanning workflow and identify bottlenecks.
- Monitoring of batch classes and support failed batches.
- Coordinate efforts with support on issues.
- Oversee production and ensuring efficiency through managing document scanning operations employees.
- Perform required scanner maintenance.
- Coordinate PM and Scanner support with vendor.
- Standard scanning reports for location.
- Evaluate and recommend hardware and software components.
- Manage local projects with customer.
- Ensure process and procedures are in place to ensure security policies and controls are met related to document scanning.
- Interface with management, sales and finance as required.
- Develops and monitors key performance indicators.
- Trains and supervises staff to ensure competency.

### **Technical Skills and Proficiency:**

- Excellent knowledge of document scanning operations and workflow.
- Excellent knowledge of document scanning software (Kofax a plus).
- Excellent knowledge of computer and scanner operation.
- Excellent knowledge of Windows environment with some knowledge of networking

### **Requirements:**

- Requires a minimum of 3 years of management experience leading a document scanning operation within a Windows environment; experience with Kofax a plus.
- 3 to 5 years of computer related experience.
- Strong organizational and communication skills.
- Strong operations focus with document scanning experience.
- Strong written and verbal communications skills.
- Ability to work on multiple items simultaneously while meeting deadlines.
- Ability to work with several internal teams in order to complete tasks.

