Example of Document Administrator Job Description

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Our company is growing rapidly and is looking for a document administrator. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for document administrator

- Complete processing responsibilities as assigned (e-mail management, indexing, scanning, cheque processing or filing)
- Act as the first point of contact for escalated issues when the manager is unavailable
- Process assigned tasks within Service Level Agreements (SLA) daily
- Ensure all functions for the team are completed to meet intraday and end of day timelines as per assigned checklists
- Responsible for the more complex Document Management Centre functions
- Trains new employees and provides support and guidance to the team related to standard procedures for assigned tasks
- Investigate and resolve client escalated issues related to the Document Management Centre processes
- Work with Manager to update Desk Operating Procedures, audit transactions and revise procedure documents as required
- Develop, implement, and perform ongoing administration of the document management and record control policies, procedures and standards
- Ensure established policies and procedures are followed for the transfer of documents so that the information is appropriately stored/archived into the Mosaic document management system

Qualifications for document administrator

- Needs to be able to keep a database, requiring advanced computer skills, to assess and monitor performance evaluations that are tied to contracts

- Minimum four years residential real estate experience on processing or closing, preferably in a high net worth environment
- Knowledge of appraisals and appraisal rules and requirements
- 2+ years of college study in finance, economics, business administration, or related area
- Provide succession to the department manager vacation coverage capability for the daily Computershare file tracking process and be able to respond to questions or concerns regarding that process