Workforce Role Description
Corporation of the President (COP)
Corporation of the Presiding Bishop (CPB)

General Workforce Requirements:
- Temple worthiness
- Regular attendance in a timely manner at the assigned location.

Please Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Job Title	Job Code	Grade Level	Approval Date
Indexing Specialist	50095	CSM	8/30/05

Purposes

The Indexing Tech exists to ensure that all stakes, volunteers, commercial data entry vendors, historical/genealogical societies and/or archives that are involved with the FCH Department in indexing records of genealogical value receive the indexing specs, training, support and records necessary to successfully complete their indexing projects. They provide services such as system administration, production planning, business administration, vendor coordination, Tier 3 customer support, quality assurance, and all other operations tasks. An additional customer is the Temple Department with the expectation that Indexing Operations will provide a predictable, steady stream of temple qualifying names. Internal customers include headquarters staff as Index Project Managers, World-Wide Support, Digital Pipeline Managers, etc. Other deliverables include indexing specs, vendor projects, quality audits, processed data, support scripts, training, and all other operational task completion as needed.

Responsibilities

25% - Production planning for indexing projects. For example: analyzes and designs indexing project, ensures standardization of indexing process, tests and certifies projects are ready for production, etc

25% - System administration for FamilySearch Indexing and UDE extraction. For example: creates and manages FamilySearch Indexing queues, creates batches; defines and creates templates; imports authorities and instructions; creates anchor files, etc.

20% - Quality assurance. For example: project specific quality plans; root cause analysis; statistical audits; certifies processes as meeting quality specifications; provides feedback to production planners and project managers; creates quality reports, etc.

15% - Vendor coordination. For example: Coordinates and supports commercial data entry and OCR vendor projects

10% - World wide support coordination. For example: trains World-wide Support on FamilySearch Indexing and each new project, provides expert "Tier 3" resource for WWS and for the indexing workforce; measures support levels and provides recommendations for improvements; creates help scripts and training aids, etc.

5% - Business administration. For example: forecasts throughput, production yields, and completion targets; capacity modeling based on keystrokes, difficulty levels, and volunteer abilities; cost analysis on projects and commercial opportunities, etc.

Qualifications

-Associates Degree, or 3 years experience in the FCH Department

-2 years of Operations experience; Quality Assurance, Support, Planning, System Administration, or Business Administration

-Excellent team skills

-Excellent interpersonal skills

-Good customer service skills