



ONSITE MANAGEMENT GROUP

**Job Title:** Copy Center/Mail Clerk

**Location:**

**FLSA Status:** Non-exempt

**EEO Classification:** Adm. Support

**Reports to:** Account Manager

**Employee Type:** Full-time

**Prepared by:** Human Resources

**Date Prepared:** November 16, 2015

OMG, LLC is a first class, service oriented organization that delivers value and excellence to our customers while enhancing the community. As such, we strive to demonstrate the following: Excellence in all we do; "Can do" attitude; Teamwork; Openness in communication; Honesty, Integrity and Candor; Positive attitude; Excellent attendance record; Promptness and a Strong work ethic. Our reputation for the highest level of quality and service rests 100% on the efforts of our employees. In order to continue our growth and success, we must constantly look to add high-caliber individuals to our team.

#### **Summary:**

Under the supervision of the Account Manager, the Copy Center/Mail Clerk is responsible for operating various copy, binding and office equipment along with the responsibility for sorting, processing and/or delivery of mail. The copy center/mail clerk will be responsible for producing projects in a timely and proficient manner, ensuring quality and client specifications. The employee will become knowledgeable of all equipment on site, properly utilizing this equipment to its fullest potential and engage in a continuous improvement mode, meeting, and exceeding the company standards of production and quality

#### **Essential Duties and Responsibilities:**

1. Responsible to operate all copy, binding and various production equipment.
2. Sort incoming mail
3. Perform mail delivery tasks
4. Process outgoing mail according to Postal requirements
5. Sort Company mail, specific bulletins and correspondence
6. Ensure quality production of projects.
7. Will have a working knowledge of production methods and ensure proper information exchange with existing and prospective clients.
8. Receive and log accountable incoming mail/overnights on a daily basis
9. Must strive to meet and exceed customer expectations.
10. Maintain production paperwork on a daily basis.
11. Interact and speak knowledgeably about OMG production functions and communicate information to manager and clients.
12. Monitor and listen to clients to understand inquires and requests in order to provide accurate information about the facilities and services and to provide prompt assistance.
13. Ensure the delivery of faxes and parcels in a timely manner
14. Responsible for workflow methods and priorities
15. Other duties as assigned by first line supervisor

#### **Other Duties**

1. Be personable, articulate, knowledgeable and professional in presenting oneself in a professional setting
2. Ability to learn skills quickly
3. Multi-tasking abilities in dealing with several projects at one time
4. Attention to detail



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5. Ability to function with a high level of patience, tact and diplomacy in handling any complaints/situations
6. Excellence verbal and written communication skills
7. Excellent organizational skills
8. Strong initiative required; ability to work independently with minimal direct supervision

**Qualifications:**

- High School Diploma or equivalent
- Knowledge of postal equipment preferred
- Familiarity with USPS general guidelines
- Knowledge of production environment.
- Must possess strong organizational skills.
- Sound judgment.
- Ability to communicate effectively with co-workers.
- Working knowledge of copy and print equipment, procedures, and instructions.
- Ability to read and understand written and oral instructions.
- Ability to organize tasks and times to ensure timely completion of all projects.
- Working knowledge of Microsoft Word, Excel, Outlook and PowerPoint

**Physical Demands**

- Fine and/or gross motor skills, including the ability to grasp, lift and/or carry or otherwise move packages on a standard wheeled cart with a load capacity of 100lbs.
- Ability to walk, bend, kneel, stand, and/or sit for an extended period of time
- Manual dexterity required for operating office machinery (phone, copy machines, binding equipment, etc)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- The ability to lift approximately 50lbs. on a regular basis.

**OMG, LLC reserves the right to revise and alter this job description as needed.**

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Statement:

I have read this job description and a copy has been provided to me. My signature below certifies that I am able to perform the essential functions of this position.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_