

OMG, LLC – Courier I

JOB SUMMARY:	The employee in this position is a customer service oriented position which requires the incumbent adhere to a daily delivery schedule between the campuses and satellite locations for the distribution of x-rays, lab specimens, medical records, surgical equipment and mail. Communication between members of the courier team is critical due to the time sensitive nature of medication ordered for patients, supplies and equipment needed in the OR and patient records which are requested by physicians on a last minute basis.
ESSENTIAL FUNCTIONS:	<ol style="list-style-type: none"> 1. Adhere to a timed and STAT daily delivery schedule and determine priority of STAT calls. 2. Maintain a log of STAT delivery and pickup times. 3. Work closely with the customers to meet their needs. The customers include, but are not limited to CSR, Radiology, the Lab, Pharmacy, Medical Records, Distribution, the Post Office and Security. 4. Maintain the cleanliness of the vehicle daily. 5. Perform a complete vehicle inspection report prior to every shift; reports are submitted to the manager daily. 6. Adhere to disaster recovery plan for continued business operations. 7. Adhere to HIPAA regulation compliance procedures in the Courier Department in accordance with United States laws and regulations and that of the client. 8. Adhere to SOP (Standard Operating Procedures) for site. 9. Ensures proper safety standards are adhered to. 10. Attend OMG meetings and designated training classes. 11. Perform other special projects and services as requested by Manager and Customer. 12. Adhere to OMG/Client Standards of Conduct policy and professionalism expectations. 13. If an accident occurs, couriers will complete a damage report as per OMG policy
<p>We want OMG, LLC to be viewed as a first class, service oriented organization that delivers value to our customers and enhances the community. As such, we should always 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 Strong work ethic.</p> <p>The preceding examples are representative of assignments performed by the position and are not intended to be all-inclusive.</p>	
KNOWLEDGE, SKILLS AND ABILITIES:	<p>ADDITIONAL RESPONSIBILITIES</p> <ol style="list-style-type: none"> 1. Responsible to cross-train and learn processes and procedures for copy and mail positions. 2. Responsible to cross-train and learn processes and procedures for tracking system. <p>KNOWLEDGE:</p> <ol style="list-style-type: none"> 1. Must have average literacy skills. 2. Above average customer service skills, and be able to work well with others. 3. Basic computer knowledge required.
EXPERIENCE, EDUCATION AND TRAINING:	<ol style="list-style-type: none"> 1. High school diploma or GED. 2. Must have a valid driver's license. 3. Clear DMV Record. 4. Experience in route delivery.