



ONSITE MANAGEMENT GROUP

**Job Title:** Customer Service Clerk

**Location:**

**FLSA Status:** Non-exempt

**EEO Classification:** Adm. Support

**Reports to:** Account Manager/Team Leader

**Employee Type:** Full-time

**Prepared by:** Human Resources

**Date Prepared:** December 20, 2012

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:**

The Customer Service Clerk is responsible for processing mail, print production, maintaining copiers and office supplies, providing back-up to the receptionist, assisting clients with copier issues and contacting vendor for service, general maintenance work throughout facility, and providing general office support when necessary. The Office Services Clerk will also be responsible for all cleaning and tidying break areas.

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

1. Maintaining and stocking office supply inventory throughout facility
2. Provide telephone coverage and physical coverage when needed to Reception and Switchboard areas
3. Provide oversight assistance to client staff with regard to copiers on property and calling for service when needed.
4. Receive and log accountable incoming mail/overnights on a daily basis.
5. Sort incoming mail.
6. Perform mail delivery tasks.
7. Process outgoing mail according to Postal requirements.
  1. Sort Company mail, specific bulletins and correspondence
  2. Provide General Office Support to various areas of the facility when needed.
  3. Provide general maintenance and light custodial duties throughout facility
  4. Must strive to meet and exceed customer expectations.
  5. Maintain any needed paperwork on a daily basis
  6. Other duties as assigned by supervisor.

#### **Other Duties**

1. Be personable, articulate, knowledgeable and professional in presenting oneself in a professional setting
2. Multi-tasking abilities in dealing with several projects at one time
3. Strong initiative required; ability to work independently with minimal direct supervision
4. Must possess strong organizational skills
5. Sound judgment
6. Ability to communicate effectively with co-workers



ONSITE MANAGEMENT GROUP

7. Ability to read and understand written and oral instructions
8. Ability to organize tasks and times to ensure timely completion of all projects
9. Maintain a close working relationship with Account Manager and co-workers
10. Basic computer knowledge required.

**Qualifications:**

- High School Diploma or equivalent
- Working knowledge of Microsoft Word, Excel, Outlook and PowerPoint
- Excellence verbal and written communication skills
- Excellent organizational skills
- Attention to detail
- Ability to function with a high level of patience, tact and diplomacy in handling any complaints/situations
- Knowledge of switchboard console and customer service skills preferred

**Physical Demands**

- Fine and/or gross motor skills, including the ability to grasp
- 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: \_\_\_\_\_