



ONSITE MANAGEMENT GROUP

Job Title: Floater

Location:

FLSA Status: Non-exempt

EEO Classification: Adm. Support

Reports to: Field Support Supervisor

Employee Type: Full-time

Prepared by: Human Resources

Date Prepared: November 15, 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:

This position will provide back-up coverage to accounts due to employees being out sick or on vacation and additional help. This team member will be cross-trained in multiple service areas at multiple account locations, provide general office service support, which includes any and all OMG services, fill roles in mail, printing, courier or other as applicable (dependent upon account services), and be expected to uphold the Standards of Service and best practices developed by OMG

Essential Duties and Responsibilities:

1. Ability to step into multiple positions and perform duties as prescribed by the Field Support Supervisor and Account Managers
2. Travel to and become cross-trained within local OMG account locations
3. Be flexible to daily changing roles, responsibilities, and work locations
4. Monitor and listen to clients to understand inquiries and requests in order to provide accurate information about the facilities and services and prompt assistance
5. Ensure the delivery of faxes/parcels in a timely manner
6. Exhibit ability to take verbal instructions while taking notes to properly produce staff copy projects.
7. Accurately produce copy and print projects in accordance to verbal and written instructions
8. Ensure copy projects have been properly produced and Quality Checked (QC'd)
9. Have direct involvement in direct client communications and answering telephone inquiries as services are needed
10. Immediate attention given to clients entering Copy/Mail Center
11. Adhere to the Standards of Excellence
12. Dealing with strictly confidential information in the copy process that cannot be discuss with anyone but those on a "need to know" basis
13. May be required to work additional hours beyond regular schedule to meet client needs and/or commitments, which may include weekends, evenings and/or holidays
14. Due the cyclical nature of the industry, team members may be required to work varying schedules to reflect the business needs of the various OMG clients
15. Perform miscellaneous duties as assigned by the Field Support Supervisor or Account Manager



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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
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
- Previous experience in a client service oriented field
- Knowledge of copy machines and utilization of typical office services equipment and technology
- Knowledge of postal equipment to include postage machines, barcode scanners, and labeling
- Familiarity with USPS general guidelines
- Driver's license required
- Working knowledge of Microsoft Word, Excel, Outlook and PowerPoint
- Reading, writing, and arithmetic skills required

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: _____