



Job Title: Team Leader

Location:

FLSA Status: Exempt

EEO Classification: Professional

Reports to: Field Support Supervisor

Employee Type: Full-time

Prepared by: Human Resources

Date Prepared: September 29, 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 employee in this position must have outstanding customer service skills, organizational skills and attention to detail. Must be flexible and able to conduct themselves in a professional manner with all customers both internal and external. Must be aware of department functions and able to delegate tasks as needed. Must be able to work in a fast paced environment and capable of handling situations of considerable difficulty. Must be willing to put in the time necessary to complete the assigned workload.

Essential Duties and Responsibilities:

1. Complete daily, weekly, monthly reports as required
2. Bi-weekly payroll
3. Monitor workflow of all areas
4. Responsible for training and performance appraisals of team members
5. Be a liaison between team members and Manager
6. Provide support for site as needed
7. Assist Manager in implementing new policies and procedures
8. Scheduling vacations
9. Maintain adequate staffing
10. Order supplies
11. Attend designated meetings, training, and civic functions
12. Other duties as assigned by Manager/Supervisor.

Other Duties:

1. Monitor monthly postage budget
2. Update client employee database
3. Monitor postal permit accounts and prepare client reports
4. Maintain Model Site Standards
5. Facilitate daily Quality Management Program
6. Maintain and update all Policies and Procedures in all departments



Qualifications:

- High School Diploma or equivalent required; some college preferred
- Must have excellent oral and written communication skills
- Prefer 1-2 years prior leadership experience
- Must have valid Driver's License
- Previous experience in a client service oriented field
- Working knowledge of Microsoft Word, Excel, Outlook and PowerPoint
- Mailroom experience preferred

Physical Demands:

- Fine and/or gross motor skills, including the ability to grasp, lift and/or carry or otherwise move packages
- 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 50 lbs. on 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: _____