

Imaging-Mailroom Specialist

Summary/Objective

Under general supervision, performs support tasks such as: receipt, sorting and distribution of mail within company; delivers mail and stock to internal customers; prepares large quantities of mail for shipment; performs ongoing quality control checks. Other key responsibilities include: document imaging and validation release, operating printing, and folding machinery; ordering, storing and managing stock, and supplies; manually folds documents, stuffs envelopes, and prepares outgoing mail, and operates weight scale. Requires intermediate clerical skills including: keyboarding (50 wpm), 10 key (5000 ksp), filing, copying, scanning, faxing, proofreading, researching, etc., and intermediate knowledge of various software programs to include: Microsoft Word, Excel, PowerPoint and Outlook. This position requires resourcefulness, a professional demeanor, and the ability to juggle many tasks at once. Position requires knowledge of company products, and knowledge of administrative practices relating to company procedures. Maintains workflow and quality control in accordance with established procedures and guidelines.

Essential Functions

- Assist with imaging and mail processing
- Distribution of mail and company reports
- Balancing and distribution of checks
- Process return mail
- Assign certificate numbers to applications
- Scanning and validation of files and correspondence
- May assist other units within the Department as needed

Competencies

- Accountability
- Coachable
- Communication(Oral & Written)
- Computer Skills-Intermediate
- Customer Oriented/Service
- Job Knowledge
- Quality Output
- Team Mindset

Supervisory Responsibility

This position has no direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.

Physical Demands

The person in this position needs to move about inside the office to deliver mail, occasionally ascends/descends a step ladder to get supplies, must be able to remain in a stationary position at least 30% of the time. Filing, printing, faxing, scanning and copying is required; this requires the ability to move about the office and position self to access equipment and file cabinets, transport items (files, box of paper, etc.) weighing up to 40 lbs., and ascend/descend step ladder/stool as necessary. The position requires extended hours in front of a computer screen and operation of a computer and other office equipment such as a calculator, copy machine, letter opener, and scanners. This position requires the ability to talk and hear and communicate via telephone.

Hours of Work

This is a full-time position. Regular office hours are Monday through Thursday, 8:00 a.m. to 5:00 p.m., Friday,

8:00 a.m. to 3:00 p.m. Occasional evening and weekend work may be required as job duties demand. This position requires face to face and in-person interaction and requires the incumbent to be in the office during regular office hours to access information kept on-site.

Travel

Limited travel may be required to local post office and various vendors.

Required Education and Experience

- High School Graduate
- Minimum one year related experience
- LOMA Level 1 Certification (281 & 291), required as part of initial training plan

Preferred Education and Experience

- Some College or Insurance Designation or License
- Bilingual (English/Spanish)
- Minimum of two years related experience

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.