



ONSITE MANAGEMENT GROUP

Job Title: Mail Clerk I

Location:

FLSA Status: Non-exempt

EEO Classification: Adm. Support

Reports to: Account Manager

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:

The employee in this position is responsible for sorting, processing and/or delivery of mail. Must be capable of working in a fast paced environment and will be expected to uphold the Standards of Service and best practices developed by OMG.

Essential Duties and Responsibilities:

1. Receive and log accountable incoming mail/overnights on a daily basis.
2. Sort incoming mail.
3. Perform mail delivery tasks.
4. Process outgoing mail according to Postal requirements.
5. Sort Company mail, specific bulletins and correspondence.
6. Monitor and listen to clients to understand inquiries and requests in order to provide accurate information about the facilities and services and prompt assistance
7. Ensure the delivery of faxes/parcels in a timely manner
8. Immediate attention given to clients entering Mail Center
9. Adhere to the Standards of Excellence
10. Perform miscellaneous duties as assigned by the Field Support Supervisor or Account Manager

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



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Qualifications:

- High School Diploma or equivalent
- Knowledge of postal equipment preferred
- Familiarity with USPS general guidelines
- Working knowledge of Microsoft Word, Excel, Outlook and PowerPoint
- Reading, writing, and arithmetic skills required
- Must have valid driver's license

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: _____