



Stria.com



Stria is an INC. 5000 managed services company that focuses on delivering superb outsourced services in the following areas: information technology, document management, mailroom services, reprographics, file room management, record center staffing, file transportation, event planning and general administrative services.

The company serves a number of vertical markets including energy, government, health care, financial services and agriculture. Stria is always looking for team members (or "Strians" as we call ourselves) that are passionate, enthusiastic and devoted.

Position

Service Coordinator

Location

This position is based in Las Vegas, Nevada

Summary

Stria is seeking a document management professional to oversee a named account in Las Vegas, Nevada. This individual will be responsible for scanning records, entering data, supervising staff and interfacing with the customer. The position will be required to plan the use of resources (staff, hardware and processes) to delight the customer and maintain a profitable account.

Stria's service coordinators are required to scan records, enter data, manage a budget, build and execute processes and ensure a world class customer experience. Experience in Lean and/or Six Sigma and/or Continuous Improvement is desired.

The successful candidate will be:

- Experienced in scanning records
- Experience with managing accounts
- Familiar with document management hardware and software
- Familiar with account management
- Obsessed with insuring the deliverance of an excellent customer experience.
- Process oriented.
- Equipped with superb customer service skills.
- In possession of high energy and enthusiasm.
- Driven to succeed.
- Demonstrated ability to drive profitable revenue for named accounts.
- Experienced in the management of a department or team P/L

Compensation

Stria offers competitive pay, generous time off and benefits.

To Apply

Send a cover letter and resume to Careers@Stria.com .

For more information visit <http://www.stria.com/careers/>

The company is a privately held, forward-leaning organization that offers training, great compensation and a superb culture. More information can be found online at www.Stria.com/careers.

Identification Section

Position Title: Service Coordinator

Department: So Cal

Reports To: So Cal Enterprise Services Coordinator

EEOC Class: OM

FLSA Status: Exempt

General Summary

The services provided by Stria within the named enterprise account include but are document imaging, file room management, record center staffing, file transportation, and general administrative activities. The coordinator will ensure that the named enterprise account is delighted with Stria. S/he will seek out opportunities to improve the existing catalog of services and will work to expand the relationship.

Essential Job Functions

1. Employ relevant professional experience and an understanding of industry best practices to oversee a team of managed service professionals.
 2. Drive profitable revenue for the account.
 3. Directs and delegates daily assignments related to within the areas of document imaging, file room management, record center staffing, file transportation, and general administrative services.
 4. Proactively communicate with client to ensure the successful facilitation of services.
 5. Directs managed services operations in an effective, process driven manner.
 6. Provide mentorship to entry-level and mid-career staff.
 7. Motivate and develop the professional capabilities of team members.
 8. Encourage a culture conducive to a diligent work effort and top notch customer service.
 9. Identify opportunities to improve the existing catalog of services and will work to expand the relationship.
 10. Write and enforce standard operating procedures (SOPs) within the areas of document imaging, file room management, record center staffing, file transportation, and general administrative services.
 11. Completes all necessary paperwork procedures for the division in preparation for payroll and billing.
 12. Keeps V.P. of Operations informed, especially in the areas of operational, administrative, or asset protection related issues.
 13. Actively monitors and makes necessary adjustments in staffing to surpass client expectations.
 14. Manage budgets and ensure account profitability.
 15. Provides authorized associate access to the facility as needed to facilitate smooth operations of managed services.
 16. Partners with client to resolve scheduling changes and conflicts as they arise.
 17. All other duties as assigned.
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Knowledge, Skills, and Abilities

- Knowledge of document imaging, file room management, record center staffing, file transportation, and general administrative services.
 - Knowledge of customer service standards, sales, and administrative services best practices.
 - Skill in maintaining our commitment to our customers; Ensures complaints are resolved in a timely manner to customers' satisfaction; elevates issues as appropriate.
 - Skill in crafting and managing key performance indicators (KPIs).
 - Skilled in improving business processes using Lean or Six Sigma methodologies.
 - Ability communicate verbally and in writing at a level commensurate with engaging executives in our client's organization.
 - Ability to motivate and develop the professional capabilities of team members.
 - Ability to interface with Stria's "back office" subject matter experts in the areas of information technology, human resources, accounting, etc..
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Education and Experience

- Experience in records management within the oil & gas industry preferred.
 - Able to demonstrate a two-year track record of success within a managed services environment (document management, records management, file room management, or similar industry preferred).
 - Demonstrated experience in driving profitable revenue for assigned accounts.
 - Experienced in writing and enforcing standard operating procedures (SOPs).
 - Deeply experienced with Lean and/or Six Sigma.
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Note: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive listing of all responsibilities, duties, and skills required.

Working Conditions: Normal working conditions absent extreme factors.

Physical Requirements	Percentage of Work Time Spent on Activity			
	Rarely < 1%	Occasionally 1% to 33%	Frequently 34% to 65%	Continually 66% to 100%
Seeing: Must be able to see well enough to read reports, navigate facility, and aid staff and clients in meeting their needs.				X
Hearing: Must be able to hear well enough to communicate with staff, customers, and vendors.				X
Standing/Walking: Must be able to move around facility to access authorized locations and/or stand for extended periods throughout the facility.				X
Climbing/Stooping/Kneeling/Reaching: Must be able stock, restock, or retrieve merchandise.			X	
Lifting/Pushing/Pulling: Must be able to regularly lift, push, and/or pull up to 50 pounds.			X	
Fingering/Grasping/Feeling: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling. Applying pressure to an object with the fingers and palm. – Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.				X