



JOB DESCRIPTION

Position Title: Mail Center Specialist

Department: Onsite Services

Reports To: Onsite Service Coordinator

EEOC Class: Administrative Support Workers

FLSA Status: Non-Exempt

Position Summary

The Mail Center Specialist is responsible for performing various administrative support duties related to processing incoming and outgoing mail. This includes handling mail, processing documents, and maintaining records. This position operates office equipment, creates documents, processing mail, and maintains office supplies in mailroom.

Essential Job Functions

- Process incoming mail including opening envelopes and packages
- Accurately categorize documents by appropriate claim type
- Accurately review documents for errors
- Accurately tally documents and prepare for scanning
- Accurately index scanned documents
- Create letters for various clients
- Process outgoing mail including folding, packaging and sorting envelopes
- Regularly update metric logs and internal mail tracking spreadsheet accurately
- Utilize general office equipment, i.e. copier, scanner, etc.
- Restock various office supplies in mailroom
- Performs other related duties as assigned

Qualifications (Knowledge, Skills, Abilities)

- Excellent customer service skills
- Exceptional organization and time management skills
- Ability to work independently
- Ability to multitask efficiently and effectively
- Ability to take directions, self-check and follow up on work
- Ability to apply discretion, trust with confidential company information
- High degree of accuracy and attention to detail
- Excellent written and verbal communication skills
- Proficient with Microsoft Office Suite and basic computer skills
- Solid computer and data entry skills

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is frequently required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 30



pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.