



PRINTING AND MAIL SERVICES COORDINATOR

Position Status: Non-Exempt
Reports To: Administrative Services Manager
Effective Date: 06/22/22
Revised Date: 04/29/24
Job Level: S2

POSITION SUMMARY

Under general supervision, this position:

1. Prepares and executes print service requests daily
2. Performs daily mailing, shipping, and receiving activities
3. Provides back-up coverage for the Receptionist
4. Performs other duties as assigned

RESPONSIBILITIES

1. Prepares and executes print service requests, with duties including but not limited to:
 - Serving as primary point of contact to receive and enter customer printing orders, reviewing job orders, and providing customer consultation
 - Maintaining Print Service job log, including due dates, cost of materials and labor, and postage usage
 - Estimating the supplies needed for each print job during the preparation period
 - Managing large print jobs requested by staff, including copying, envelope addressing, folding, stuffing, and collating
 - Ordering required printing supplies and toners, checking order accuracy, stocking supplies, performing inventory, following through with returns for credit or replacement, and tracking supply usage
 - Ordering, proofreading, and distributing business cards for new hires and current employees and ordering name badges
 - Assisting with or independently ordering professionally printed materials, such as envelopes, provider directories, and educational brochures.
 - Operating printing and mailing machines including folders, inserters, large volume printers, and address printers
 - Placing service requests for printing equipment
 - Maintaining high level of accuracy with all aspects of print service requests
2. Performs mailing, shipping, and receiving activities, with duties including but not limited to:
 - Picking up mail from and delivering mail to post office and processing and distributing mail for all departments
 - Sorting and categorizing a variety of mail, packages, and other materials and processing all outgoing mail, ensuring mail is properly addressed with accurate postage
 - Assisting departments with processing United States Postal Service (USPS) certified mail and scheduling and coordinating high-volume mailings internally and with outside vendors, as needed
 - Receiving, processing, and shipping items
 - Maintaining accurate work records, such as shipping and receiving logs
 - Operating and monitoring postage meter and replenishing funds, as needed

- Operating postage machines, folding machines, copy machines, fax machines and other office equipment
- In consultation with the Administrative Services Manager, identifying and implementing procedures to comply with USPS regulations and to maximize efficiency of Alliance mail operations
- Serving as a subject matter expert and resource to Alliance staff in the areas of mail procedures and postal regulations related to Alliance mailing processes
- Training other staff in the operation of postage and other office equipment, as assigned
- Performing routine inventory of mailroom supplies, such as packaging materials and envelopes

3. Performs a variety of administrative functions in support of Facilities and Administrative Services Department activities, with duties including but not limited to:

- Identifying issues, placing calls for service, providing information to vendor technicians, and ensuring the issue is resolved or referring to higher level staff person
- Supporting facilities by responding to requests for service, delivering office supplies to employees, and maintaining the facilities online database
- Conducting general research, performing spreadsheet data entry and intermediate formula creation, building, and maintaining data bases, and preparing reports
- Maintaining records related to productivity, including work volumes and outputs, materials used, and any backlogs
- Performing routine maintenance of high-volume print services machines, such as printer/copier, folder inserter, and address labeling machine
- Monitoring machine operation and making adjustments to ensure proper operation
- Operating collators, pad and tablet making machines, staplers, and paper punching, cutting, and perforating machines
- Maintaining and updating vendor contact lists
- Assisting with filing and copying, sorting, and opening mail, departmental special projects, scheduling and coordinating meetings, and preparing materials and conference rooms for meetings

4. Provides back-up coverage for the Receptionist during breaks and other absences, with duties including but not limited to:

- Performing highly visible greeting and communication functions for employees, members, providers, and visitors
- Answering the telephone in a courteous and professional manner, routing calls to the appropriate person or department
- Accepting and logging deliveries, ensuring that recipients are notified and that packages are delivered to the appropriate party
- Taking messages in writing and assuring prompt delivery to the proper party at regular intervals
- Greeting and assisting all visitors entering the office area in a courteous and professional manner, notifying the appropriate staff person of the visitor

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and a minimum of three years of general office or retail experience which included a minimum of one year performing printing services related

functions (an Associate's degree may substitute for one year of the non-specialty experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the operation and basic maintenance of printing machines, including large volume printers, folders, inserters, and address printers
- Working knowledge of general office procedures and standard office equipment
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems, Microsoft Word, Outlook, and Excel
- Some knowledge of the principles and practices of purchasing and inventory control
- Ability to organize tasks, coordinate projects and meet deadlines
- Ability to learn and utilize office equipment, mail processing equipment, computer systems, and software related to areas of assignment
- Ability to use general office business machines including multi-line telephone system, photocopy machines, fax machines
- Ability to learn and apply postal regulations and procedures which affect the Alliance mailing processes
- Ability to process a large volume of mail efficiently and ensure accurate and timely delivery
- Ability to plan, organize and coordinate own work to meet scheduled mail delivery routes
- Ability to read and follow written instructions, including directions for servicing and operating printing machines and general office equipment
- Ability to troubleshoot equipment operation problems and perform routine maintenance
- Ability to use small hand tools
- Ability to perform basic mathematical calculations
- Ability to write clearly and concisely
- Ability to proofread documents and standardize procedures
- Ability to coordinate orders with printing services vendors
- Ability to interact with customers, callers, and visitors in a courteous, professional manner
- Ability to respond effectively to changing priorities
- Ability to maintain organized and accurate records
- Ability to work independently and as a member of a team

DESIRABLE QUALIFICATIONS

- Experience performing mailroom activities
- Working knowledge of postal regulations, mail processing, and the operation of mailing equipment

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift, and carry objects of varying size weighing up to 50 pounds
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge,

Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time