

Red Shield Insurance Company

Job Description

Job Title: Mail Clerk
Department: Operations Support
Reports To: VP Operations
Date: January 2019

Company Mission Statement

All employees are expected to leverage Knowledge, Commitment, Reliability and Service to build industry-leading relationships with our agents and brokers while generating profit for the company. We accomplish this goal by:

- Delivering timely, accurate and personalized service which exceeds industry standards
- Using industry knowledge to protect results and to help our agents and brokers gain valuable insights with their customers
- Leveraging local presence and personal knowledge of our agents and brokers to support mutual growth and profit

SUMMARY

Responsible for processing incoming and outgoing mail according to defined procedures. Will also undertake various clerical duties in support of the business operations.

Essential Functions / Major Responsibilities:

- Open and distribute daily incoming mail
- Prepare company correspondence for mailing
- Collect and meter outgoing mail
- Receive and distribute faxes
- Send out mail supplies as requested (agent supplies)
- Take inventory of supplies to be ordered
- Collect and route inter-department mail
- Print and distribute daily production output and reports
- Perform scanning work for various departments and import into imaging system
- Stock and distribute office supplies
- Collect, prepare, and take parcel shipments to drop box
- Prepare policies for mailing
- Separate and distribute policies requiring manual handling to Processing
- File claim documents in appropriate file
- Learn and demonstrate proficient use of company proprietary systems, imaging system and mail machine

Secondary Functions:

- Provide backup coverage for receptionist as needed
- Keep the supply and mail rooms clean and organized
- Take out the cardboard recycling
- Collect and recycle used toner cartridges
- Maintain periodicals/newspapers stored in the library
- Other duties as assigned

Job Scope:

This job operates under defined parameters. This job requires attention to detail and the ability to work in a timely manner. The job operates on a defined schedule, but also requires some flexibility and time management. Most of the work is done with no collaboration. An error could mean delays for other departments and have an impact on customer service.

Supervisory Responsibility:

None

Interpersonal Contacts:

Contacts for this position are internal only. Contacts are generally with direct supervisor/manager and a few others that support the position. Interactions are not required to be complex. This person must be able to establish and maintain an effective working relationship with supervisor/manager. Individual must be respectful of others at all times.

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Specific Job Skills:

- Ability to operate a multi-line phone
- Able to do simple inventory calculations
- Friendly and positive demeanor on the phone
- Basic computer/keyboard skills
- Ability to alphabetize and to sort numbers quickly with accuracy
- Ability to follow and interpret detailed guidelines
- Ability to do repetitive tasks
- Ability to concentrate and accomplish tasks despite interruptions
- Basic problem-solving skills
- Organized and able to work independently within defined authority, manage workflow, utilize good judgment, meet deadlines, take initiative to address identified needs and make independent decisions
- Basic interpersonal skills
- Ability to work effectively as a team player
- Good listening skills
- Ability to read, write and orally communicate in English, clearly and concisely with use of good grammar
- Working knowledge of Microsoft Word, Excel and Outlook
- Must be able to function using automated tools, including company systems, imaging system, e-mail and the Internet
- Basic math skills

Physical capabilities include:

- Standing for long periods of time
- Ability to hear and understand speech at normal levels on the telephone and/or in person
- Walking
- Some bending
- Pushing a full cart weighing up to 75 lbs around the office
- Ability to routinely lift/carry office supplies and printed material weighing up to 30 lbs
- Ability to lift/carry a carton of computer paper weighing up to 50 lbs
- Pull and stabilize a file box weighing up to 75 lbs onto a step ladder
- Reaching/using a ladder
- Using a stamp (repetitive pushing down)
- Opening and breaking down boxes
- Using a hand cart to move supplies weighing up to 75 lbs

Minimum Education and/or Experience required:

- High School Diploma or GED required and
- 1-2 years of experience which provides the necessary knowledge, skills and abilities

Job Conditions:

- Work environment is a business office
- Must be able to use standard office equipment (i.e. copy machine, phone, fax, calculator, etc.)
- Must be able to work over-time as necessitated by demands of the position
- 75% or more of the day will be spent standing/walking

This organization believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.