

## Job Description

**Job Title:** Office Services Processor  
**Reports To:** Supervisor - Office Services  
**Department:** Office Services  
**Division:** Finance

**Pay Range:** 1  
**FLSA Status:** Non-Exempt

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**SUMMARY:** This position is responsible for the processing of Office Services (OS) functions, including microfilm conversion, accountable mail, undeliverable mail, day-forward mail, and incoming fax and email correspondences.

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### **ESSENTIAL FUNCTIONS:**

1. Converts paper mail documents to electronic format (day-forward mail). Prepares mail for scanning, images, and carefully inspects scanned images to ensure quality standards are met. Assigns appropriate codes and releases imaged documents to workflow.
2. Receives and processes all incoming faxes electronically and routes the document to the appropriate business unit through workflow.
3. Processes returned mail deemed undeliverable as addressed. Utilizes external application to identify a deliverable address and updates member account according to established procedures. Identifies exceptions and notifies processing units accordingly.
4. Responds to requests from business units for electronic processing of documents received through email.
5. Utilizes appropriate software to investigate and resolve issues resulting from documents received from employers for non-members. Issues appropriate correspondence to employers and processes documents accordingly through imaging and box tracking.
6. Converts paper case files to electronic format by preparing documents for scanning, validating, and imaging each document. Carefully reviews the resulting imaged file to ensure quality standards are met and exports to the electronic case file.
7. Responds to requests from business units for conversion of microfilm case files to electronic format, utilizing imaging software to create a copy of each page in the file, reviewing the resulting images for quality, and releasing the electronic case file for viewing.
8. Processes outgoing mail requiring a signature upon delivery (accountable mail) using a web-based application to create required shipping form and utilizing postage machine to apply appropriate postage.
9. Receives and processes incoming accountable mail, determining the recipient and appropriate delivery method of the contents (electronic or hard copy) and forwarding envelope for tracking and/or delivery.
10. Operates and maintains various office equipment, including, but not limited to, postage machine, envelope opener, PC, image scanner and printer/copier/scanner/fax multifunction device.
11. Maintains a strong customer service work approach and team-oriented work environment while meeting or exceeding targeted production goals and service level agreements. Takes ownership by following through and ensuring timely and quality service.
12. Performs other duties as assigned.

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### **KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS**

#### ***Education***

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|------------------------------|--|------------------------------------|
| • High school diploma or GED | <input checked="" type="checkbox"/> Required | <input type="checkbox"/> Preferred |
|------------------------------|--|------------------------------------|

Direct relevant experience can be substituted for education (if applicable)

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|---------------------------|
| • Choose Experience Level |
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## Job Description

### Qualifications

• Strong customer service skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong data entry skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Effective organizational skills, with the ability to multitask	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Ability to work both as part of a team and individually	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

### Experience

• 1 year of customer service, mail center, or records/imaging experience	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
• 10-key speed of at least 6,000 keystrokes per hour (KPH)	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Basic knowledge of MS Outlook, Excel and Word	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

### Certifications/Licenses

• No Certifications Needed	• <input type="checkbox"/> Required <input type="checkbox"/> Preferred
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### Physical Requirements\* (if applicable)

• Occasionally required to deliver mail throughout the building.
• May occasionally lift and/or move <20 pounds

**\*Reasonable accommodations may be made to enable individuals with disability to perform the essential functions. If repetitive physical movement is required to perform the essential functions of the position, please discuss with HR.**

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**DISCLAIMER:** *The above statements are not intended to be construed as an exhaustive list of all duties, skills and responsibilities required.*

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