

Job Description

Mailing Database Operator – Mailing and Fulfillment

Company Name	
Employee Name	
Supervisor	Production Manager/General Manager
Hire Date	
Employee Classification:	<input type="checkbox"/> Temporary <input type="checkbox"/> Regular Full Time <input type="checkbox"/> Regular Part Time
Status	Non-exempt

Job Summary:

The Mailing Database Operator is responsible for performing a variety of data processing functions in compliance with job specifications and company quality standards to ensure overall customer satisfaction and service. Assists inside and outside sales staff in promoting services to customers. Schedules all work to meet customer timeframe requirements. Works closely with other staff members to exceed customer satisfaction and service expectations.

As the Mailing Database Operator and a member of the Production Team, you are accountable for meeting the department production and quality goals, as well as playing a key role in meeting company-wide profitability and customer satisfaction goals:

- Guarantee satisfaction and value for our customers.
- Contribute to a work environment that fosters pride in being part of a winning team and promotes personal growth.
- Maintain personal productivity and quality standards that make possible attractive financial returns so that the company may continue to provide excellent service to our customers and ensure job security and career growth for our staff.

Because you are in contact with employees, customers, and vendors, and in a key position for guaranteeing their satisfaction, your position requires confidentiality, tact, sensitivity, and professionalism.

Responsibilities and Duties:

General and Administrative

- Coordinate with Production Team to produce and prioritize jobs, and when necessary reorganize to meet deadline changes and updates.
- Comply with all OSHA safety requirements.
- Participate as a key player in the Production Team by supporting operations as needed.
- Communicate effectively with the President, General Manager, the Production Manager, the Sales Team, and the Production Team, informing and updating them regularly to guarantee that sales objectives and client objectives are met.
- Follow systems and procedures outlined in the company manuals.

Mailing Database Operations

- Perform all database operations according to work order requirements.
- Operate the mailing equipment in accordance with equipment operating procedures.
- Receive and upload digital files for use in completion of work order.
- Maintain customer database files, make backups on a regular basis and organize files for safekeeping and for easy retrieval.
- Preflight all data files prior to performing the work order requirements.
- Compile, sort, and verify accuracy of data to be entered.
- Convert, parse and manipulate data files using various database programs and utilities.
- Convert files to and from ASCII Comma Delimited, ASCII Fixed Field, Excel, Access, dBASE, and other formats depending on the function being performed.
- Merge, purge and “dedupe” original input files.
- Interface with the Outside Sales Representative, the Customer Service Representative, and the customer to ensure a complete understanding of the mailing order.

Equipment and Supplies

- Clean and maintain equipment and work area following maintenance procedures, and update maintenance logs.
- Maintain a clean and well-organized work area.
- Monitor and manage inventory of job related supplies; order and stock supplies as assigned by supervisor.
- Install and remove programs from the computer network to meet changing needs of company.
- Install and remove hardware from the computer network to meet changing needs of company.
- Inform supervisor of equipment problems.

Qualifications:

- High school or GED equivalent.
- Minimum of 1 year of practical experience in PC based data processing.
- Knowledge and experience in the use of IBM personal computers with MS-DOS and Windows.
- Experience and/or training in various software tools currently used within the industry and with dBase III.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Strong interpersonal skills.
- Ability to move freely throughout the building to gather information, materials and authorizations.
- Ability to work in fast-paced environment under tight time constraints.
- Meet or exceed minimum test results as specified by hiring manager.

Working Conditions:

- Intensive computer work and extended use of the computer keyboard and mouse.
- Exposure to ink fumes, chemical fumes, and airborne particles such as paper dust and drying powder.
- Work area may have fluorescent lighting and air conditioning.
- Occasional overtime.
- Noise level is usually moderate to loud.
- Fast-paced environment, subject to numerous schedule and priority changes.

- Occasional lifting of objects up to 50 lbs.
- Sitting for prolonged periods of time – up to 8 hours or more per day.

Additional Duties:

This job description in no way states or implies that these are the only duties to be performed. You will be expected to follow any other job-related instructions and to perform other job-related duties as requested by your supervisor.

Acknowledgement:

I have received a copy of my job description and I understand the requirements of the Mailing Database Operator position.

Employee's signature	Date
Supervisor's signature	Date