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| **Job Title:** Mailroom Operator | |
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| **Location:** All Restore Mailrooms | |
| **Main Purpose and Job Requirements:**  This purpose of this role is to provide mail room operational services and covers all aspects of the process including document preparation, document scanning, document categorisation, quality assurance and any other activity that is required in the processing of customer documentation.  The key activities are: | |
| Follow safe working practices and assist in the maintenance of good housekeeping standards, in order to achieve a safe and healthy working environment.  Ensure all customer orders are completed accurately to agreed timeframes and meeting SLA’s.  Working to a high level of accuracy.  Ensuring workloads are managed efficiently, effectively and operational objectives are met.  Comply with all relevant policies, procedures, guidelines and processes.  Adhere to strict targets and respond to service requests.  Suggest areas of improvement or innovation which could improve the process.  To undertake any other ad hoc duties or reasonable request made by your line manager.  To contribute to, participate in and attend appropriate meetings and training courses as required.  Raise any concerns with regards to Equal Opportunity, bullying and harassment and bribery issues.  Contribute to the Companies Environmental Policy by being aware of the resources required to undertake this work and making sure that resources are not wasted and are disposed of in a sustainable way.  Inform, update and escalate areas of concern to the Line Manager.  The job holder may be asked at times to carry out other duties not necessarily listed in this job description, but which are commensurate with this position. | |
| Key skills required for the role:  Ability to work well under pressure.  Ability to work in a multi-faceted team in a fast-paced customer focused environment.  Ability to handle a number of conflicting priorities.  Administrative experience desirable. | |
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| Customer focus:  Able to communicate with both external and internal customers.  Excellent written and verbal communication and able to tailor communication to various stakeholders.  Target driven:  Able to demonstrate a track record of success from experience.  Solution-driven:  Demonstrating initiative and problem-solving abilities when encountering issues instead of focusing on the identification of problems. | |
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