



Operations Technician Job Description

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Operations Technicians are responsible for the duties associated with both the Production Technician and Customer Specialists roles; including but not limited to assembling (bindery, inserting, etc.), printing/addressing, and shipping mail parcels, customer interactions, data processing, job documentation, estimates, purchase orders, invoicing, and workflow prioritization; in this way an Operations Technician is responsible for both office and production floor responsibilities.

Operations Technician Duties and Responsibilities

To accomplish their primary goals of customer interactions, data processing, order intake, and preparing mail parcels for distribution Operations Technicians perform many tasks; ALLMAIL USA, INC. has identified these core Operations Technician duties and responsibilities:

Production Schedule and Expectations

Operations Technicians are expected to understand the necessary production schedule and communicate any concerns regarding the ability to meet the daily production requirements. This request for assistance should be done as soon as possible, so that additional help can be allocated to assist.

Equipment Setup, Operation, Adjustments, and Maintenance

Operations Technicians perform equipment setup, operation, equipment adjustments and minor preventative maintenance tasks to meet all standards for safety, quality and efficiency. They test all assemblies and equipment for safety and productivity before they are put into production. This includes, but not limited to: videojet printers, tabbers and other bindery equipment, inserters, folders, dryers, conveyor belts, feeders, postal meters, scales etc. The Operations Technician is expected to follow all safety protocols while working with the supplied equipment. Similarly, the Operations Technician is responsible for office equipment, operation, software updates, and preventative maintenance to meet security standards and efficiency.

Quality Inspections and Control

Operations Technicians are responsible for day-to-day production as well as overseeing the quality of the mail parcels and data files they produce; it is their responsibility to know and understand acceptable mailing requirements and to correct / discard parcels and files not meeting these expectations. Additionally, as our parcels are reflections of the clients we represent, it is the Operations Technician's job to ensure all mail parcels and files are produced in a clean and orderly fashion without damage that may reflect badly on the client.

Available Stock / Inventory Control

It is the Operations Technician's responsibility to monitor and communicate material needs or purchases required to document, produce, and send the mail parcels on time with client expectations.

Production Tracking

Operations Technicians are responsible identifying the job requirements; documenting the job requirements via the MailSoft application; coordinating the bid or estimate to perform the job; creating any necessary purchase orders required to obtain stock or materials; invoicing the client for postage and work performed; tracking job progress through the logging in/out of tasks through the provided Mailsoft software; and coordinating the pick-up disposal of extra materials.

Shipping (Sending and Receiving Responsibilities)

It is the Operations Technician's responsibility to be aware of incoming deliveries and outgoing pickups. The Operations Technician will receive materials/supplies, communicate quantities to office personnel, and place the stock in the appropriate storage location; they will also ensure all mail being sent is correctly tagged and wrapped for transport to the post office. Occasionally, if the amount of mail does not meet the minimum trucking fees, the Operations Technician will be asked to transport small amounts of mail to the post office. The Operation Technician will also be responsible for utilizing a postal scale and postal meter as well as coordinating and obtaining postage from the post office.

Identify Problems and Suggest Improvements

If in testing assemblies and equipment the Operations Technician identifies any problems, they must identify potential solutions and attempt to troubleshoot the issue. Problems could be mechanical errors, safety issues or in identified inefficiency. If while performing office related tasks the Operations Technician identifies any hardware or software problems, they must identify potential solutions and attempt to troubleshoot the issue. If the process of troubleshooting the issue could cause a loss of data or data integrity, the Operations Technician should immediately ask for management assistance. Inability to resolve any issues should be escalated to management for additional assistance.

Workspace Cleanliness

Operations Technicians, having both office and production floor responsibilities, are responsible for maintaining a safe and clean work environment in both areas. Walkways should be free of stock, tools, material, and debris; excess stock or materials should be discarded, stored, or staged to be returned to clients. Trash should be removed and discarded in the dumpster regularly. Allocated desk space in the office area is to be kept neat and presentable. Desktop computers should be locked when not at your desk. Client confidential information and sensitive jobs should never be left in the open and visible to other clients.

Customer Interactions

It is the Operations Technician's responsibility to be the face of Allmail USA, Inc. through face-to-face customer/client interactions, phone calls, and emails. Customer / client communications are expected to be polite, knowledgeable, and embody the core values of Allmail USA, Inc.

Data Processing

An Operations Technician may receive a client's data in various ways including but not limited to email and DropBox. It is the Operations Technician's job to safeguard a client's data to ensure it does not become corrupted, stolen, or compromised. An Operation Technician will use various applications and software (such as BCC, Data Junction, and the Microsoft Office suite) to clean and prepare the data for customer review, approval, and mail file/postal paperwork creation. This could include, but not limited to, the removal of duplicates, text formatting, address formatting/validation, and preparation of the mail for drop shipping.

Marketing

As a representative of Allmail USA, Inc. for customer/client interactions, the Operations Technician is also responsible for assisting in the marketing of services. This could include, but not limited to, email communication, postcard mailers, identification of an underserved customer or market, etc.

All Other Duties as Assigned

ALLMAIL USA, INC. may require an Operations Technician to perform a task not specifically called out in this job description, therefore it is assumed to include “all other duties as assigned.”

Operations Technician Skills

A successful Operations Technician is a problem-solver and analytical thinker. They have exceptional attention to detail and a passion for producing quality, dependable work. In addition to these general skills and personality traits, ALLMAIL USA, INC. Production Technician candidates should have the following skills:

- Operation of machinery associated with production of mail parcels
- Good motor skills and the ability to do fine assembly
- Strong written and verbal English communication skills
- Ability to read and carefully follow instructions
- Ability to operate and navigate Windows based software
- Excellent attention to detail and good organization
- Capable of working independently to a production schedule
- Familiarity with postal rules governing parcel delivery requirements
- Ability to recognize incorrect/poor quality printing, and to communicate/correct
- Excellent customer communication skills (in-person, phone, email, etc.)
- Project a level of professionalism, including standard phone and email etiquette
- Ability to follow and execute multi-step procedures for data processing
- Capable of project management
- Ability to make and document stock purchases on behalf of the company
- Familiarity with Microsoft Word, Excel, Access, and Publisher
- Familiarity with Quickbooks
- Ability to perform basic sales interactions