

OCSEA Job Posting

Production System Coordinator

Send Cover Letter, Resume and Completed Application to: Wanda Madison, OCSEA Human Resources Manager, 390 Worthington Road, Westerville, OH 43082 or wmadison@ocsea.org. Obtain Application at www.ocsea.org (at the bottom of the page under "employment")

Production System Coordinator (Bargaining Unit)

Department: Membership Services

Reports to: Director of Membership Services

Job Goal: To provide customer service to staff and membership by accurately and timely providing information to customer inquiries. To provide customer service to staff by making sure documents flow in and out of the mailroom is maintained to support OCSEA department activities.

Duties and Responsibilities:

The incumbent will be expected to work in the office Monday through Friday 9am to 5pm

Ensure prompt, friendly and accurate customer service by:

- timely and accurately researching, analyzing and responding to customer service email and telephone calls inquires;
- assisting any "walk-in" customer service inquiries;
- remaining current and well informed of OCSEA member benefits information in written and electronic form, including new member packets, factsheets, website, contracts, constitutions, etc.;
- proactively alerting supervisor of trends in customer concerns or potential trouble spots;
- maintaining effective and courteous working relationships with all departments/staff/membership;
- approaching all duties with the one-stop customer service model, which involves appropriately obtaining information for members and avoiding telephone & email transfers;
- maintaining inventory and assembling new membership packets;

Ensures that written communication is copied and distributed/mailed in a timely manner with high quality by:

- operating high speed photocopy equipment to produce copies of documents; collates, and/or staple materials; inspects final product to ensure quality;
- operating and maintaining the postage machine;
- cleaning, adjusting, and performing minor routine maintenance on equipment and/or arranging for major repairs by a service representative;
- organizing and packaging reproduced materials for delivery and/or mailing;
- processing outgoing mail (e.g., registered, certified, Express Mail, and UPS); meters mail daily;
- ensuring that the outgoing mail is taken to the foyer daily at the close of business;
- monitoring and maintaining various postal permit accounts by checking account balances; requesting checks for those accounts as needed;
- providing back-up to a number of clerical duties routinely performed by the Membership Services AA1; including verifying the accuracy of data entry related to processed membership cards.
- training staff in proper use of mailroom equipment;
- keeping inventory and ordering supplies (e.g. paper, toner, postage meter ink/tape, envelopes, etc.) for mailroom.
- creating and maintaining the in-house mailbox system;
- determining priorities in terms of the projects he/she is responsible for each day; and verifying assignments are completed accurately and promptly.

Ensures accurate recordkeeping by:

- maintaining various departmental postage and copying accounts; submitting monthly reports to OCSEA departments; processing invoices for payment and code for budget purposes;

Provides administrative assistant to the Membership Services Director by:

- Relieving superior of routine administrative duties and makes recommendations and assists in the development of new procedures and programs;
- Drafting original correspondence or reports of a complex nature; creating flyers for staff distribution regarding employee benefits and/or programs;
- Troubleshooting complex problems including researching events that led to the problem;
- Some clerical functions such as typing filing and ordering supplies.
- Other related duties as assigned.

ORGANIZATIONAL RELATIONSHIP AND AUTHORITY:

Comes in contact with all OCSEA departments and with a variety of OCSEA members and leaders. Operates under the supervision of the Membership Services Director and discharges such authority as may be delegated by him/her from project to project subject to final accountability to the Director. Has the authority to resolve routine concerns raised by the members or staff as well as resolve administrative problems.

QUALIFICATIONS:

Must have 2-3 years' experience in problem-solving or client relations/customer service requiring the use of independent judgment to resolve problems and 1-2 years of secretarial experience. Outstanding ability to work on a variety of complex tasks at once with little or no direct supervision is required. Ability to initiate and maintain tracking systems of moderate complexity. An active interest in learning about unions and labor relations, in general, is highly desirable

Must have excellent communication skills, including the ability to respond to irate or upset callers in a calming, supportive, and helpful manner. Must have experience and be comfortable in dealing with confrontational emotionally charged situations and work in a fast-paced organization.

Must have the ability to compose correspondence of a routine and moderately complex nature. Proficiency in computer skills (particularly MS Office products) and the ability to work with databases are necessary. Familiarity with the Internet is a plus.

Pay Scale

\$52,596 - \$61,526