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## **JOB DESCRIPTION**

**JOB TITLE:** Temporary Mail Clerk / Administrative Assistant    **DEPARTMENT:** Operations

**CLASSIFICATION:** Non-Exempt

**REVISION DATE:** 01/24/12

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### **REPORTING RELATIONSHIPS**

**REPORTS TO:** OFFICE MANAGER

**POSITIONS SUPERVISED:** NONE

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### **SUMMARY**

This position is one of several that comprise the Central Office Team. The primary responsibility is mail processing, both incoming and outgoing. This position also serves as relief and backup to the receptionist and other team members; maintains workroom organization, stocking and cleanliness; and provides administrative support including typing, filing, and special projects for various departments as needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Gathering incoming mail from the Federal Way Post Office and from the on-site mailbox.
- Open and date stamp all mail.
- Distribute (and pick-up) general mail to office staff.
- Sort, track and process all returned and business reply mail.
- Sort all member payments and prepare for mailing to the Seattle lock box.
- Send fulfillment requests (printed materials to members).
- Payment Postings data entry.
- Work with Marketing/Communications department to manage print materials.
- Assist with filing and bulk mailings.
- Act as back-up for the reception desk and other members of the Central Office Team.
- Prepare and take outbound mail to the Federal Way Post Office.
- Provide administrative assistance to various committees and departments as needed.
- Other duties as assigned.

### **Additional Expectations**

- Consistently deliver exceptional customer service.

- Consistently regard all member information and company business as strictly confidential.
  - Consistently display a professional, helpful demeanor on the phone, via email, and in person.
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## **KNOWLEDGE, SKILLS, AND ABILITIES**

**Language Skills:** Ability to read, analyze, and interpret documents, reports, technical procedures, governmental regulations, and correspondence; ability to write routine reports and correspondence; and ability to present information in one-on-one, small group, and large group situations to management and staff. Ability to apply proper grammar, spelling, punctuation, and format to typed material. Must have excellent oral and written communication skills.

**Mathematical Skills:** Ability to work with basic mathematical concepts including counting and sorting.

**Reasoning Ability:** Ability to alphabetize, count and sort accurately. Ability to solve a wide range of practical problems and deal with a variety of concrete and complex variables; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form; and ability to deal with multiple variables.

Ability to operate related computer applications (i.e. word processing and spreadsheet applications), and business equipment including, postage machine, personal computer, copy machine, fax machine, and telephone.

Knowledge of department policies and procedures. Knowledge of Soundpath Health products and services and related regulations that can be used to provide exemplary employee and customer service.

Well organized with the ability to maintain attention to detail. Excellent public relations and communication skills. Good conceptual, organizational, and problem solving skills. Ability to work independently and as a team member. Ability to apply legal standards to employment situations.

### **Education and experience:**

High school diploma required. Some college preferred.

Health care or health insurance industry experience preferred.

Experience utilizing the Microsoft Office Suite.

Ability to type 50 wpm.

**Certificates, licenses, registrations:** Reliable insured vehicle and valid driver's license required. Mileage is reimbursed.

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## **PHYSICAL DEMANDS**

**TALKING:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

**AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.

- FINGER DEXTERITY:** Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
- REPETTITIVE MOTION:** Movements frequently and regularly required using the wrists, hands, and fingers.
- AVERAGE VISUAL ABILITIES:** Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate machinery.
- PHYSICAL STRENGTH:** Frequently required to sit, stand, and walk and occasionally required to stoop, kneel, crouch, or crawl. Occasionally required to lift and/or move up to 25 lbs. Must be able to sit for prolonged periods of time.

**YOUR WORK PLACE**

Internally, work is normally performed in a climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, and fumes are very limited. Noise level is moderate and may include sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in the normal performance of job duties.

**INTENT AND FUNCTION OF JOB DESCRIPTIONS**

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by management as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

My signature below represents that I have received, read, and understand the information outlined in the job description. I will be responsible for those duties and functions listed in the job description and will comply with future changes to the job description. I understand that a copy of this document will be placed in my personnel file.

<b>Employee Print Name:</b>	
<b>Employee Signature:</b>	<b>Date:</b>

