

# Mid America Computer Corporation

## Job Description

Job Title: Shipping-Receiving/Billing Assistant

Department: Billing Operations

Division: MACC Billing Services

Reports To: Billing Operations Manager

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Exempt/Non-Exempt: Non-Exempt

Full-time/Part-time: Full-time or Part-time

Revised Date: 02/01/2018

Job Grade: 404

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### **JOB SUMMARY**

*Paragraph describing the overall reason the job exists*

Prepare bills and/or company reports for distribution and process incoming and outgoing mail. Assist billing department as needed.

### **KEY RESPONSIBILITIES**

*List key responsibilities directly related to the Job Summary*

#### % of Time

- A. 70% Set up, log all information; insert customer bills and other billing materials
- B. 10% Burst End-User billing and CABS materials.
- C. 10% Separate and box telephone company reports and misc. items.
- D. 10% Send mailings via UPS, Fed-X and USPS and other duties as assigned.

### **JOB DUTIES**

*Beginning with Key Responsibility A, list specific duties which support each key responsibility*

- | <u>Duty #</u> | <u>Key Resp</u> | <u>Job Duty</u>   |
|---------------|-----------------|---|
| 1.            | <u>A</u>        | Operate Pitney Bowes inserters.   |
| 2.            | <u>A</u>        | Set up inserters with correct customer materials and dates provided.  |
| 3.            | <u>A</u>        | Log all materials used and provided on each billing customer such as total postage, dates and inserts used. |
| 4.            | <u>B</u>        | Operate Moore detachers.  |
| 5.            | <u>B</u>        | Burst and trim all forms & reports associated with End-User and CABS billing.                               |

6.   C   Sort, distribute, check off and package billing material.
7.   C   Review and perform quality control procedures on all outgoing products.
8.   D   Pick up and deliver, receive and send packages and letters via USPS, Fed-X and UPS.
9.   D   Prepare recycled paper and cardboard for recycle pick-up.
10.   D   Presort outgoing mail and prepare Post Office documentation.

## **PERSONAL QUALITIES**

*Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.*

- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.
- Ability to demonstrate a “can do” attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential sales opportunities and customer retention.

## **QUALIFICATIONS**

*Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities*

### **Required:**

- H.S. diploma or equivalent
- Basic computer skills, including Email
- Valid driver's license
- Able to communicate with customers and associates in a professional and courteous manner.
- Team player
- Able to work independently

### **Preferred:**

- Able to work forklift, pallet jack
- Experience using a straight truck

## **PHYSICAL REQUIREMENTS**

*List the essential functions necessary to perform job duties*

- Frequent moving and lifting up to 75 lbs.
- Ability to work a standing (on your feet) eight hour shift
- Ability to visually view information on a computer monitor, as well as any paper supplied business documents and manuals, ranging from 75 – 95 % of the work day
- Able to work a minimum of 8 hours per day, 40 hours per week from the MACC office facilities

- Able to work additional hours to meet project deadlines
- Able to work some weekends and evenings including the last weekend of every month, approximately four hours on Saturday and Sunday.
- Must be able to operate a motorized vehicle
- Ability to demonstrate manual dexterity to effectively utilize a personal computer keyboard or similar devices
- Ability to work in a team environment exhibiting a positive and professional attitude and attire
- Ability to accommodate a daily work schedule to established start times
- Effectively communicate in a positive and professional manner through written and verbal communications in all interfaces with customers/public, fellow MACC employees, and vendors that provide products or services to MACC.

**REPORTING RELATIONSHIPS**

*List job titles and number of incumbents which report directly to this job*

None