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| Job Title | Senior Operator |
| Position reports to: | Jamie Lee Grant Account Manager |
| Department: | Flow AI / SCC Document Services |
| Employment status:Working Hours: | Full-Time7am to 10pm on a rotating shift7.5 hour per shift with 1 hour break |

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| Role Description |
| We are SCC – Specialist Computer Centres – Europe’s leading provider of IT services and solutions. With Quality, Innovation, Passion and Teamwork as our core values, SCC require a Senior Operator with experience in Mail, Print and Document Services sector on a permanent basis. SCC Document Services provide a Managed print, digitised and Hybrid Mail service. A successful candidate will be based at our client site in London EC2Key Responsibilities* Assist with the daily operation of print and mail room
* Escalate any major issues to account manager
* Support AM with month end billing
* Manage various projects within print and mail room
* Support with the production of reports in the form of MI to higher management
* Assist the AM during client meetings
* Cover key activities completed by the Account manager role during absence
* Receive, store and distribute client packages by using email and onsite track and trace service.
* Book same day, overnight and international couriers as required and maintain records of transactions
* Frank first class and special delivery letters and prepare for Royal mail for outbound delivery
* Complete print and bind requests in a timely fashion as required according to SLA
* Maintain a clean and tidy work area
* Process security access passes for new starter and replacement passes
* Manage fleet of printers on client site with supplier and engineer call outs
* Order stationery/ maintain stock levels on the office floors
* Log Health and Safety hazards on site to facilities management team
* Process and distribute in bound mail to its appropriate destination

Risk & Compliance * Complete periodic compliance online training according to deadlines as required by Client
* Complete monthly Health and Safety training courses to deadlines as required by SCC

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| Attributes of Successful Candidate |
| * Determined, can-do attitude
* Ability to work on own as well as part of a team
* Meticulous approach, effective written and oral communicator
* Ability to work in a fast paced, deadline intensive environment
* Excellent customer service and organisation skills
* Professional and presentable at all times
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| Skills Knowledge & Experience |
| The ideal candidate will be self-motivated with a track record of working with in a print and mail environment in a supporting role. Experience of working in a fast paced, dynamic environment with a can-do attitude and able to handle working with multiple customers and projects. Candidate must be versatile creative and have experience of working in a large client solution provider with a rapidly expanding customer base. Essential Skills:* Strong background in customer facing role(s). With proven track record of excellent customer service
* Minimum 3 years’ experience working in Print and Mail supporting environment
* Good working knowledge and experience of Fiery Command Workstation, guillotines and wire binding machinery
* Ability to work with bulk print, courier and mail requests
* Ability to work under pressure and to tight deadlines
* Good working knowledge of Microsoft Outlook, Excel, word, power point and Adobe Acrobat

Desirable: * Experience working in Investment Banking Corporate environment
* Team management/ leadership experience
* Experience of liaising with various courier companies
* Good working knowledge of Adobe Creative Suite
* Experience of working in a multi-client solutions provider
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