|  |  |
| --- | --- |
| Job Title | Senior Operator |
| Position reports to: | Jamie Lee Grant Account Manager |
| Department: | Flow AI / SCC Document Services |
| Employment status:  Working Hours: | Full-Time  7am to 10pm on a rotating shift  7.5 hour per shift with 1 hour break |

|  |
| --- |
| 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 EC2  Key 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 |

|  |
| --- |
| 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 |

|  |
| --- |
| 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 |