



## **JOB DESCRIPTION**

**Job Title:** Mailing Services Manager

**Facility:** Brooklyn Park

**Department:** Mailing Services

**Reports to:** Director of Operations

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### **SUMMARY**

Provides management of all aspects of the Mailing Services offered at ENPOINTE. Provides direct supervision and support to the Mailing Services staff to achieve efficient operation of department activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following. Other duties may be assigned as needed.

### **Production Management**

- Interacts with customers as needed or as directed by the Sales Staff to assist/teach them and give them a comfort level with Mailing Services Activity.
- Adjusts work assignments to accommodate production schedule changes as required to meet customer's needs.
- Ensures production through effective delegation of duties.
- Assists in developing and maintaining production standards and hourly rates.
- Oversees that equipment for Mailing Services Department is properly maintained/supplied.
- Keeps abreast of changes/opportunity in industry and works with management to incorporate/capitalize on them.
- Forecasts future direction for department and researches equipment needed to meet that demand.
- Keeps abreast of changing postal regulations/requirements and works closely with the U.S. Postal Service to ensure compliance.
- Develops annual departmental budget and monitors progress monthly.
- Researches failures in quality control and implements temporary and/or permanent counter-measures to eliminate them from happening again.
- Implements and maintains metrics on the Mailing Services Continuous Improvement boards.
- Post and communicate regular production results Mailing Services staff.
- Attend two or more classes outside of ENPOINTE that will develop management skills to a higher level. Focus on the "free" training that Manufacture's Alliance provides to members.

### **Staffing & Training**

- Develops and monitors standard operating procedures.
- Submits shift staffing, promotion and raise recommendations to the Vice President of Operations for Mailing Services employees.
- Conducts annual reviews and communicates raises as approved by the Vice President of Operations for Mailing Services employees.
- Recommends hiring and dismissal of Mailing Services employees to the Vice President of Operations.
- Coordinates the scheduling of vacations in the department so that a continuity of area coverage can be maintained.
- Communicates management policy to employees and provides employee feedback to management.
- Coordinates training of employees in the skills necessary to perform their job well, takes and keeps records of disciplinary action where warranted.
- Assures cross-training of employees to achieve personal and departmental depth and value.

## **Communication**

- Works closely with Scheduling and other Production Managers to ensure that productions schedules and delivery deadlines are met.
- Works closely with Sales Staff and Client Services in coordinating Mailing Services activities.
- Works closely with other managers to ensure jobs can be produced as described on tickets.
- Assists Estimating Team, as requested, in estimating Mailing Services activities
- Conducts regularly scheduled department meetings.
- Attends regularly scheduled Manager's meeting.
- Understand your role in the companies' Quality Management System regarding ISO.

## **QUALIFICATIONS**

- Education and/or Experience:
  - Bachelor's degree (B.A.) from four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience.
- Possess personal characteristics of integrity, dependability, competence, and prudence.
- 5 years managerial or supervisory experience, preferably in a Mailing Services environment.
- Thorough knowledge of direct mail and USPS processes relating to Mailing Services tasks.
- Have strong team leading and mentoring skills and a strong drive for results.
- Highly motivated, with strong organizational, negotiating, and interpersonal skills.
- Exceptional communications skills are required to successfully interface with our customers, vendors, and internal personnel.
- Strong skills in work planning, and scheduling, and knowledge of those procedures.
- Experience with print-based MIS systems, ideally PrintStream.
- Be proficient in Microsoft Office, and other PC and MAC applications.

## **PHYSICAL REQUIREMENTS**

- Frequent working on a computer, walking, standing, sitting, climbing stairs.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing ladders, and operating mechanical equipment.

*Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)*

*Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)*

*Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)*