

Mailroom Coordinator

Position Title	Logistics/Reprographics Assistant	Department	AstraZeneca
Generic Job Title		Segment	Corporate Services
Team Band	Unbanded	Location	Central Cambridge Campus
Reports to	Facilities Operative Team Leader	Office / Unit name	Academy House/City House

Organisation

Customer Service Manager

Logistics/Reprographics Lead

Mailroom Coordinator

Job Purpose

This position requires a proactive customer focused individual with an exceptional eye for detail and the ability to communicate and build relationships at all levels. The person needs to be a forward thinker with a methodical approach, exceptional planning, and excellent organisational and communication skills with the ability to challenge to further develop the service offer.

Accountabilities or “What you have to do”

Sort incoming post, packages, newspapers, magazines and journals into the correct tray or pigeon hole for a person or department.

- Deliver these items to the right people or department.
- Collect outgoing post, packages and other items.
- Deliver these internally, or frank and bag them up for external mail collection.
- Deliver urgent items or packages to other businesses, or other offices of their own organisation.
- Maintaining records - for instance, of special deliveries or the circulation of specific items.
- Use an x-ray machine for incoming packages.
- Ensure all incoming and outgoing mail and packages are processed quickly and efficiently
- Ensure high security of post room valuables must be securely locked away
- Providing a comprehensive front desk post room service to our residents you'll be their go to person for all post enquiries
- Respond to calls and emails in a timely and professional manner
- Provide local and site information. You'll aim to anticipate and exceed their expectations where ever possible promoting and maintaining a positive and memorable resident experience.
- Support the team with administration tasks, marketing activities, logging maintenance requests
- Data input
- Apply a continuous improvement outlook on all tasks undertaken
- Project a positive, approachable, friendly and professional image
- Carry out any reasonable task as directed by the Management.

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Building occupants receive a quality experience
- All faults, issues and concerns are addressed and resolved in a timely and efficient manner
- Building occupants follow site rules
- QFM reports show relevant jobs logged and actioned
- All services on floor are maintained in good working order
- Compliance with all SLA's
- Building users supported to carry out their business seamlessly

Competencies

- Ability to multi task
- Proactive
- Excellent communicator.
- Resilient
- Working with others
- Good listener
- Ability to prioritise
- Excellent interpersonal skills.
- Attention to detail.
- Flexibility that is focused to delivering exceptional customer service.
- Can-do attitude.

- good basic literacy and numeracy skills.
- Training to include health and safety, security and screening of packages, manual handling and customer service.
- Be reliable, conscientious, accurate and honest.
- Be able to read addresses and decipher poor handwriting and spelling quickly.
- Be able to remember names, faces and locations.
- Have a methodical approach.
- Be capable of working to deadlines.
- Be well organised.
- Be able to work without supervision at times, but also work well as part of a team.
- Be fully aware of relevant security, health and safety issues.
- Personal qualities: able to use initiative, mature in approach to work, ability to resolve problems, attentive to detail, a team worker and a desire to enhance personal skills
- A Hands On approach

Knowledge, skills and experience

- A high level of customer services / host experience in prestigious environments.
- Previous experience of providing similar service bundles via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service.
- Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements.
- Good understanding and experience of working in a mailroom/reprographic environment and using high principles to successfully deliver services
- Experience with focusing on individual customer requirements and care whilst meeting required service levels.
- Awareness of the need to provide services in a sensitive manner such as not to affect AZ's business, reputation or share value
- Ability to handle feedback in a calm, structured and professional manner.
- Attention to detail
- Ability to challenge ideas and opinions in sometimes confrontational situations

Contextual or other information

This position will be a key part of a one team approach to providing a quality customer experience for the users at an AZ head office. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.