

JOB DESCRIPTION

Senior Operations Administrator

REPORTS TO:	Operations Manager, Sort Manager, P&D Manager, Assistant Manager or Senior Manager	DATE CREATED:	December 2012
DEPARTMENT:	Field Operations	FLSA STATUS:	Nonexempt

SUMMARY

Responsible for performing the clerical and administrative functions for any or all hub and station operational areas, including linehaul, quality assurance and customer service. Tends to damaged and incorrectly addressed packages in a timely manner to optimize delivery time. Serves as a customer's first line of contact for a variety of issues.

ESSENTIAL FUNCTIONS

- Provides clerical support to various management and operational functions, including, but not limited to, photocopying, filing, faxing, emailing and answering telephone
- Reviews, researches and/or enters data in various systems to support respective functional area
- Compiles data and provides various regular and adhoc reports to management for review and determination
- Serves as frontline customer service to receive, solve and/or escalate customer inquiries and issues
- Assists management with Business Control Self Assessment (BCSA) audit activity by retrieving data and/or files for review

In addition to the above essential functions, the following functional area assignments have additional essential functions as noted below:

Additional Quality Assurance/Loss Prevention essential functions:

- Supports ability for timely delivery and mitigates loss and damage by performing address searches/corrections through various sources and ensuring packages are in good condition for the customer
- Prioritizes workflow to maximize the number of packages that can be resolved and sent out for delivery in the same day
- Ensures all packages receive appropriate scan statuses. Inspects and handles hazardous material damages as per policy. Ensures all loose product is accounted for as per company policy
- Researches missing packages to understand the root cause of scanning failures and compiles information on disputed deliveries for management review
- Reviews and trends loss and damaged claims filed to identify improperly charged claims and brings to the attention of management

Additional Linehaul essential functions:

- Reviews and enters all Independent Contractor (IC) settlement information into appropriate system to ensure proper payments. Enters settlement adjustments as directed by manager
- Compiles required documentation to establish and maintain Department of Transportation (DOT)-required files. Verifies timely log entry into system
- Enters all individual vehicle mileage record information into the system and works with ICs and Linehaul staff to rectify any issues

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- Tracks a variety of metrics, including the IC charge back program, complaints and maintenance compliance and prepares weekly reports for management review
- Serves as initial contact to receive IC inquiries or issues relating to settlement, uniforms, decals, etc., to route to management for appropriate resolution

NONESSENTIAL FUNCTIONS

- Performs other duties as assigned

MINIMUM EDUCATION

- High School Diploma or GED required

MINIMUM EXPERIENCE

- Four (4) years customer service, clerical or related experience required; experience in dock operations environment or distribution center setting preferred

REQUIRED SKILLS, ABILITIES AND/OR LICENSURE

- General business skills such as typing; data entry and review; and use of phone, copier, and fax
- Software skills, including use of Microsoft Office software and web-based applications
- Customer service skills necessary to effectively and professionally respond to requests
- Time management, organizational and multi-tasking skills necessary to work in a fast-paced environment, handling various tasks and changing priorities, while maintaining a high attention to detail and accuracy to achieve daily assignments and goals

WORKING CONDITIONS AND DEMANDS

EQUIPMENT							
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%	
Telephone		Yes			X		
Copier		Yes	X				
Computer		Yes				X	
Fax Machine		Yes	X				
Hand Tools (e.g., hammer, shovel, screwdriver)	N/A	No					
Power Tools (e.g., drill, electric saw)	N/A	No					
Vehicles (e.g., motorized cart, switcher, forklift)	N/A	No					

In Quality Assurance/Loss Prevention and Linehaul functional area assignments variations in time spent per average day include: Vehicles – Essential Function – <25%

EXPOSURE							
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%	
Indoor		Yes				X	
Outdoor		No	X				
Hot Temperatures		Yes	X				

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EXPOSURE						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Cold Temperatures		No	X			
Loud Noise		No	X			
Fumes		No	X			
Video Display Terminal (VDT) Screen		Yes				X

In Quality Assurance/Loss Prevention and Linehaul functional area assignments variations in time spent per average day include: Hot and Cold Temperatures, Fumes – Essential Function – 25%-50%; Loud Noise – Essential Function – 50%-75%

PHYSICAL DEMANDS						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Standing		Yes			X	
Sitting		No			X	
Walking		Yes	X			
Bending		Yes		X		
Stooping/Squatting		Yes	X			
Reaching		Yes			X	
Lifting 5-10 lbs.		Yes	X			
Lifting 10-20 lbs.		Yes	X			
Lifting 20-30 lbs.		Yes	X			
Lifting 30-50 lbs.		No	X			
Lifting >50 lbs.		No	X			
Carrying 5-10 lbs.		Yes	X			
Carrying 10-20 lbs.		Yes	X			
Carrying 20-30 lbs.		Yes	X			
Carrying 30-50 lbs.		No	X			
Carrying >50 lbs.		No	X			
Pushing 5-10 lbs.		Yes	X			
Pushing 10-20 lbs.		Yes	X			
Pushing 20-30 lbs.		Yes	X			
Pushing 30-50 lbs.		No	X			
Pushing >50 lbs.		No	X			
Pulling 5-10 lbs.		Yes	X			
Pulling 10-20 lbs.		Yes	X			
Pulling 20-30 lbs.		Yes	X			
Pulling 30-50 lbs.		No	X			

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PHYSICAL DEMANDS						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Pulling >50 lbs.		No	X			
Travel (incl. driving for business purposes)	N/A	No				

Physical Demands are reflected for Quality Assurance/Loss Prevention and Linehaul functional area assignments. Other administrative functional areas variations include: Lifting, Carrying, Pushing, Pulling – Nonessential Function

MENTAL DEMANDS						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Problem Solving		Yes		X		
Making Decisions		Yes			X	
Supervising	N/A					
Interpreting Data		Yes			X	
Organizing		Yes			X	
Writing		Yes	X			
Planning		Yes	X			

In Quality Assurance/Loss Prevention functional area assignments variations in time spent per average day include: Problem Solving – Essential Function – 75%-100%

In Linehaul functional area assignments variations in time spent per average day include: Problem Solving – Essential Function – <25%

APPROVALS

Manager	George Crosby, Managing Director – District Operations Doug Spamer, Managing Director – Linehaul Field Support Mike Castle, Senior Manager – Administrative Quality Support
Compensation	Karen Bianco, Manager - Compensation
Date	December 17, 2012

<u>JOB CODE(S)</u>	<u>JOB CODE TITLE(S)</u>
P62407	Senior Operations Administrator
P62410	Senior Operations Administrator - CA
Q62407	Senior Operations Administrator

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