

Title: PRINT AND DISTRIBUTION SPECIALIST
Classification: Non-Exempt
Reports to: Operations Manager
Supervisory: None Required



POSITION SUMMARY:

The *Print and Distribution Specialist* uses specialized print room equipment, software based print solutions and performs manual work to print, assemble and postmark outgoing envelopes for insurance policies, notices and declarations. All work is done with strict quality control and is completed in a fast-paced, highly-automated environment.

ESSENTIAL JOB FUNCTIONS:

- Follows general Print and Distribution procedures as outlined in various clients' Standard Operating Procedures (SOP's).
- Processes high volume of envelope assembly with accuracy rate of 98% or better against Service Level Agreements (SLA's).
- Uses computer software to send print jobs to printers.
- Knowledgeable of, and able to safely, efficiently and properly use printers, insertion equipment, postage meters.
- Manually assembles documents when needed.
- Tracks and elevates any aberrations in normal Print and Distribution activities that would be indicative of potential problems.
- Works independently; manages workload effectively; multi tasks to accomplish position duties.
- Manages a high volume of work, and frequent procedural changes in a fast-paced environment.
- Establishes and maintains positive relationships with insureds, agents and client company representatives through friendly, customer-oriented service.
- Maintains and stocks supplies and inventory.
- Communicates in a professional manner, both verbally and in writing.
- May assist as requested or needed in other functional areas of Covenir, such as Customer Service, Billing, and/or Policy Support.
- Responds in CAT events for FNOL call intake, which may include night and/or weekend work.
- Assists in building positive work culture.
- Performs other duties as assigned.

COMPETENCY & EDUCATION SPECIFICATIONS:

- High school diploma or equivalent.
- Experience in an insurance related environment a *plus!*
- 2+ years' Print and Distribution experience a *plus!*
- Proven track record of exceptional dedication to provide friendly, customer-oriented service.
- High energy, dynamic, positive, flexible, mechanically inclined individuals.
- Demonstrated communications skills, both orally and in writing, and strong interpersonal skills are essential. Excellent organizational, written, and communication skills; ability to communicate with all levels of employees internally, and customers externally.
- Must be detail oriented and able to multitask.
- Proficiency with Microsoft Office Suite.
- Strong problem solving and analytical skills; ability to reason logically and provide solutions.

ENVIRONMENT & PHYSICAL DEMANDS:

- Works 40+ hours per week. Rotating work schedule will include hours between 6AM-6PM, M-F.
- Availability to be 'on call' or work extended hours on occasion, as required by the customer.
- Active job requiring lifting and standing as well as sitting
- Regulated indoor environment - natural and/or florescent lighting.
- Open concept work environment – moderate noise activity.