

BMS Direct – Job Description

Position Title: Project Manager

Supervisor: Client Service Supervisor

Purpose of Job: Responsible for producing work orders/instructions which accurately reflect customers' requests for work. Communicate details of jobs correctly and specifically to production departments. Is attentive to all necessary functions to move jobs from inception to invoicing. Assures job accuracy by maintaining a high level of communication with other team members, sales and production.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Prepare accurate and complete work orders/instructions on every job to ensure clear communication with the production departments.
- Communicate schedule demands & changes, completion dates, postage amounts, shortages and other facts with client either directly or via Sales Rep.
- Represent the company in a courteous and cooperative manner via email or phone.
- Get customer approval on all changes or deviations from the original work order as quickly as possible to ensure continued production without jeopardizing the order.
- Checks samples of customers' materials prior to releasing to production; make sure they conform to postal regulations and machine specifications.
- Monitor progress of work order throughout production, confer with production staff, order supplies, and issue change orders as needed to expedite timely processing of job in accordance with customers' requirements and company standards.
- Participate in daily production meeting with sales, data processing, warehouse and production managers to discuss the status of all jobs in progress and major problem areas.
- Schedule all pickup and delivery of customer material.
- Maintain current knowledge of USPS regulations and policies.
- Maintain good relations with postal employees and acts as liaison with the Bulk Mail Acceptance Unit.
- Prepare shipping documents, bills of lading, and UPS/FedEx shipments for customers when necessary.
- Maintain accurate postage accounting standards for each customer work order. Notify customers of any postage irregularities. Verify customer permit accounts to insure deposit of postage money.
- Provide customers with quotations on prospective work within the limitations of your authority and scope. Assist customers with their questions regarding our services.
- Maintain a neat and orderly filing system and paper trail system with regards to open jobs and jobs in progress.
- Work closely with the IT and Sales Managers in determining customer service policies, pricing levels, and elements of strategic planning.
- Perform other duties as assigned.
- Utilize fundamental thinking in managing projects, researching/solving issues and providing information.

General Time Allocations:

This position will require about 70% of your time to be spent preparing accurate and complete work orders/instructions for each job. The remainder of your time will be spent in providing oversight for jobs in process, working with customer questions/issues and billing.

Required qualifications:

Education and/or Experience: High school diploma or GED; or 2 years customer service experience and/or training; or equivalent combination of education and experience.

Manual and physical requirements: Regularly required to sit or stand; use hands to handle or feel objects, tools, or controls. Must frequently lift and/or move 10 pounds or more.

Good communication and interpersonal skills.

Maintain professional appearance and demeanor that reflect the company's commitment to quality, continuous improvement, and respect for individuals.

Possess good computer skills. Be able to enter data into a job instruction system. Proficient in Microsoft Word, Excel, Outlook and keyboarding

Working conditions:

- Typical workday: 8:00 – 5:00.
- Noise: moderate.
- Environment: good.

Last Updated: August 16, 2021