**Position Description:**  
The Digital Mailroom Team Member is responsible for preparing client documents for the approval process through the DataServ software-as-a-service (SaaS) platform. This position also conducts quality assurance on Financial and Human Resource documents assuring business and company objectives are met. The Team Member is required to meet specific production and accuracy goals.

The DM Team Member consults with the Team Lead to resolve quality, production, and efficiency problems. This position reports to the DM Team lead.

**RESPONSIBILITIES:**

Essential Functions

* Develops a knowledge base of the clients assigned to their team.
* Prepares paper volume to be scanned for 60% of the shift.
* Indexes and/or verifies documents through Input Accel or the Invoice Processing Machine (IPM) for 20% of the shift.
* Performs Quality Assurance on clients assigned to their team for 20% of the shift.
* Maintains operating procedures and communicates changes on assigned clients.
* Improves client experience through the feedback cycle.
* Improves department efficiency and accuracy through feedback.

Competencies

* Communication
* Teamwork
* Trust / Ethical Practice
* Cultural Awareness / Values

**WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, printers, telephones, photocopiers, and filing cabinets. As a Software-as-a-Service (SaaS) company, employee must be technically savvy with the ability to use the computer/keyboard to conduct business.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must occasionally lift or move office products and supplies up to 30 pounds.

**POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time, exempt position with days of work Monday through Friday and with hours scheduled around core hours of operation. Occasional evening and weekend work may be required as job duties demand.

**TRAVEL**

Little to no travel is expected for this position.

**REQUIRED EDUCATION/EXPERIENCE**

* High school diploma or equivalent
* Minimum 6 months to 1-year of experience in imaging operations, data entry or related area.

**ADDITIONAL QUALIFICATIONS**

* Strong interpersonal skills, a positive attitude, and ability to collaborate.
* Strong proofreading skills.
* Proven analytical thinking and problem-solving skills.
* Excellent communication skills; verbal, written and listening.
* Ability and desire to thrive in a team-oriented, fast-paced environment.
* Comfortable with learning and using proprietary software.
* Must meet set production and accuracy levels.
* Must be able to occasionally lift up to 30 pounds.

**AAP/EEO STATEMENT**

DataServ is an Equal Opportunity Employer/Vet/Disabled.

I have received a copy of this job description and reviewed the responsibilities of this position. I understand that if I have any questions about the duties or responsibilities of this position, I will speak to my Manager or Supervisor. Signing below constitutes my understanding of the requirements, essential functions and duties of the position.

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Employee Signature Date

**Please Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.