

# Our Sunday Visitor

**Date Posted:** October 30, 2009

**Job Title:** Custom Mailings Workflow Coordinator

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**Job Summary:**

The Workflow Coordinator will have responsibility for a wide variety of tasks within the Custom Mailings Value Stream. The functional areas of the Custom Mailings Value Stream Department are Pre-Press, Order Entry, Computer Operations, and List Processing. Major duties include data entry, order tracking, order processing, customer contact and ensuring that quality checks and measures are in place and being used on processes before reaching the production floor.

The incumbent will have direct contact with customers, working with our customers to set production schedules, communicating changes or challenges with the schedule or product design.

**Essential Job Functions:**

- Communicate and coordinate with other workflow coordinators, team leader and our plant floor staff.
- Coordinate production schedules with customers and production.
- Practice flexibility for each operation through cross-training.
- Increase quality through root cause analysis and mistake proofing the process.
- Provide orders and information to production with 100% reliability and accuracy
- Prepare all files and reports for Production to print the customer's product
- \* Other duties as required

**Requirements:**

**Experience:**

- Minimum of 3 to 5 years experience in a production, customer service or order entry environment with moderate to advanced computer skills
- Knowledge of Microsoft Office Programs.
- Previous Project Management experienced preferred.

**Education:**

- High School Degree plus 3-5 years working experience; or
- Associates Degree in a computer related field

**Skills and Abilities:**

- Incumbent must have excellent interpersonal communication skills including demonstrated success with oral and written communication
- Dependability, organization, problem solving and adaptability skills
- Demonstrated multi-tasking in a fast-pace environment
- Proficient computer experience including Word, Excel, Access and Power Point
- This position will handle confidential data, and confidentiality must be maintained
- Time management and goal setting skills
- Ability to assess problems and recommend solutions
- Ability to explain complex information or procedures in a simple manner

*(The above statements describe the general nature and level of work being performed in this job. They are not intended to be an exhaustive list of all duties, and indeed additional responsibilities may be assigned, as required, by management).*