

## Scanning Operator

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Company: SCC

Location: Birmingham

Category: other-general

Contract Type

: **Temporary ( months)**

Salary Package: **£ per hour**

Hours: **am – pm, Monday – Friday** Interview Process: **-stage process** Why SCC?

An inclusive workplace

Excellent package: solid basic and company benefits

Hybrid working in line with role requirements

Career development and life-long learning opportunities

Opportunity to join Europe's largest privately-owned IT Company

### **Role purpose:**

To support the successful delivery of customer projects and contracts, to deadline, SLA, compliance and quality requirements.

### **Key responsibilities:**

Taking receipt of customer document originals from third parties (whether external couriers or internal SCC teams)

Ensuring that received customer document originals are recorded in the SCC DocuHub audit trail/Tracking system

Assist with the preparation of customer documents in readiness for scanning, including

removal of staples, paper-clips etc; insertion of separator sheets, and the organisation of customer documents in a orderly and structured manner

Ensure that the handling and management of customer document originals is maintain in an environment which is free from any cross-contamination from other customer work

Ensure that the scanning of customer document originals is undertaken in an environment which is free from any cross-contamination from other customer work

Process customer hard-copy documents through the SCC scanners

Ensure quality assurance measures are adhered to at all times

Ensure quality check processes and procedures are undertaken for any indexing or file processing stages

Accurately file name and index scanned documents

If required manage any exceptions through the provided process

If an exception falls outside of the available process, escalate issue to Lead Operator, Team Leader or Manager as appropriate

**Skills and experience:**

Pro-active, organised and well-structured approach, taking ownership of tasks and duties in scope of role.

Open Communication skills with both internal teams and customers

Customer first focus

Self motivated with professional standard

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