

## MAIL AND DELIVERY WORKER

### JOB DESCRIPTION

**Classification Responsibilities:** A Mail Services Worker is responsible for picking up, sorting, delivering, and distributing interdepartmental correspondence, mail received from the Post Office, office supplies, printed materials, and other items, which involves driving to the various locations. This class performs related duties as required.

**Mail Services Assignment:** Duties include processing all outgoing mail and shipments, which involves operating personal computer (PC) based shipping system which involves weighing packages, entering data into the computer system, comparing rates between the United Parcel Service (UPS), Federal Express (FedEx), and the United States Postal Service (USPS); selecting of the most cost-effective shipping method, and printing shipping labels; operating a folder/inserter; processing City of Mesa utility bills; picking-up and delivering library books from drop-off bins; and performing preventive maintenance on equipment and making simple repairs.

**Fire Resource Assignment:** Duties also include picking up and delivering repair parts and/or supplies and assisting in stocking, issuing, and inventory parts, supplies, and/or tools in a storeroom warehouse, which involves filling and delivering supply orders; picking up and delivering parts, supplies, tools, equipment, or mail to and from vendors, the Materials and Supply warehouse, and/or fire stations; filling self-contained breathing apparatus (SCBA); and performing a variety of clerical tasks in maintaining parts records and files.

**Distinguishing Features:** Mail and Delivery Workers are required to use appropriate safety equipment and follow safety procedures in completing assigned duties. **Mail Services Assignment:** The job duties require a working knowledge of UPS/FedEx and USPS rates and regulations. **Fire Resource Assignment:** Work may require some decision-making and independent judgement, but the work procedures are generally well-defined. Incumbents assigned to Fire Resource must conform to the City of Mesa Fire and Medical Department dress, appearance, and conduct codes. Direct supervision is received from a Mail Services Supervisor or Parts and Supply Supervisor in Fire Resource who review work through observation, meetings, and results achieved. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED. Some (6 months - 1 year) face to face customer service experience.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date. Must be able to lift or move heavy objects weighing up to 70 pounds or more using a cart or other equipment aid, and must be able to accept items weighing up to 150 pounds for shipping or delivery.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** *Mail Services Assignment:* Some (6 months - 1 year) experience working with postal regulations and/or equipment is highly desirable. *Fire Resource Assignment:* Some (6 months - 1 year) warehouse experience and/or some (6 months - 1 year) experience working with medical supplies is desirable.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with management, coworkers, other City employees, vendors, etc. to establish and maintain effective working relationships. Responds to user-department requests. Follows oral and/or written instructions. *Mail Services Assignment:* Communicates with USPS, UPS, FedEx, and other mailing agencies to ensure that the City's mail is processed accurately using the most efficient services and economical rates available. Prepares the following: supporting documentation to go with USPS mailings, (i.e., certified, insured, registered, Cash-On-Delivery [COD], written statements of mailing, etc.), UPS/FedEx shipping records including supporting documentation, (i.e., insured, acknowledgment of delivery, COD, overnight, 2nd day, 3-day air service, etc.), and internal worksheets detailing department postage expenditures and charges to internal units. *Fire Resource Assignment:* Communicates with management, coworkers, and vendors in exchanging, receiving, filling orders, and issuing supplies.

**Manual/Physical:** Picks up and delivers mail, interdepartmental correspondence, and other items from divisions. Operates a motor vehicle requiring a standard Arizona Driver's License to pick up and deliver items. Regularly moves heavy items (UPS/FedEx packages, book bins, turnouts, fire station supplies, etc.) weighing up to 70 pounds or more using a cart or other equipment aid for distances of up to 25 feet in making deliveries. Accepts parcels weighing up to 150 pounds for shipping or delivery. Performs preventive maintenance on assigned vehicles (i.e., check oil, transmission fluid, tire air pressure, fill with fuel, and wash regularly). Works in all weather conditions. Meets scheduling and attendance requirements. *Mail Services Assignment:* Delivers mail to the Post Office or sends it out through a presort carrier. Inspects mailing equipment to ensure it is running smoothly and that operation is correct. Uses common hand tools to operate, perform minor maintenance and adjustments on, and troubleshoot a variety of mail-processing equipment such as various pieces of complex insertion equipment or mailing machines. Prepares and processes mailings which include barcoded and presort mailings (both first class and standard class), ships UPS/FedEx parcels, performs various folding and inserting jobs and processes utility bills. Cleans equipment using cleaning fluids, such as rubber rejuvenator, silicon spray, etc. *Fire Resource Assignment:* Prepares bundles of mail or other items, and delivers/distributes to various department locations including fire stations, and picks up items including turnouts for cleaning and SCBAs for filling. Fills SCBA bottles. Detects traffic sounds when working near moving traffic and backup warning devices when working around moving equipment. Wears/uses appropriate PPE (personal protective equipment). Cleans work area and equipment or tools. Stores stock items in bins or shelves. Assists Fire Resource Supply Specialists in maintaining adequate stock levels of parts, medical supplies, and station supplies. Reaches parts on elevated shelves. Participates in periodic, special, or perpetual inventories.

**Mental:** Learns department procedures and mail routes through on-the-job training. Prioritizes own work assignments or tasks based on business needs. *Mail Services Assignment:* Determines mailing costs by using the most efficient service and economical rates available to mail items and ship parcels using mailing and shipping guidelines, wall charts, postal scales, and density reports. Interprets service manuals in order to perform minor maintenance and troubleshooting tasks on mailing equipment. Learns large mailing preparation methods and techniques; and UPS/FedEx and USPS rates, rules, and

regulations through on-the-job training. Makes accurate mathematical computations and tabulates the daily postage used by the department. Compiles data on department postage expenditures. ***Fire Resource Assignment:*** Plans and organizes a daily route to ensure the timely and efficient collection and distribution of mail, parts, supplies, tools etc. Reviews paperwork and parts picked up and distributed to ensure that the parts numbers match. Resolves discrepancies between physical counts and inventory paperwork. Comprehends and makes inferences from written material, such as delivery and routing information, or payment instructions. Verifies invoice quantities for accuracy. Learns job-related material regarding parts issuance and inventory balance maintenance through on-the-job training.

**Knowledge/Skill/Abilities:**

Knowledge of:

***Mail Services Assignment:***

UPS/FedEx;  
USPS rates, rules, regulations, and postal laws;  
the use and minor maintenance of mail metering, insertion equipment, and postal scales; and  
office practices and procedures related to filing, indexing, maintaining records, and verifying, and checking the accuracy of figures.

***Fire Resource Assignment:***

fire-service related parts, tools, and equipment;  
safety precautions associated with working around mechanical equipment and maintenance areas;  
warehousing methods and practices;  
traffic laws and safe driving methods and practices; and  
computerized inventory systems.

Skill in the care and safe operation of equipment used in transporting and storing parts and supplies.

Ability to:

write legibly;  
move heavy bundles weighing up to 150 pounds, using proper and safe lifting techniques;  
follow written and verbal instructions; and  
establish and maintain effective working relationships with management, coworkers, other City employees, mailing agencies, and the general public.

***Mail Services Assignment:***

use a calculator;  
make mathematical computations (three digit decimal addition and multiplication);  
operate and maintain various types of mailing equipment and make minor adjustments;  
use UPS and USPS rates, regulations, and forms routinely; and  
coordinate the duties of temporary workers.

***Fire Resource Assignment:***

pick up, deliver, or transfer mail, parts, supplies, tools, equipment, etc., in an efficient and timely manner;  
drive safely while delivering items;  
move items weighing up to 70 pounds or more using a cart or other equipment aid for distances of up to 25 feet in making deliveries;  
assist in maintaining adequate stock levels of parts and supplies;  
maintain a neat and orderly parts storeroom;  
use a PC to perform clerical tasks;  
follow oral and written instructions and perform tasks in accordance with standard procedures;  
fill SCBA bottles correctly; and  
establish and maintain effective working relationships.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 10/16

CT/st/th

CS3319.DOCX (Full-time)

PAY GRADE: 36

CS3601 (Part-time)

PAY GRADE: 36

EEO-A/S

IND-8810

JOB FCTN-GEN

SWORN-No

INCREMENTS 62-200