

MAIL SERVICES SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: A Mail Services Specialist is responsible for providing lead supervision to the Mail Services Workers involved in the pick up, sorting, and distribution of interdepartmental correspondence; mail received from the Post Office; office supplies; and printed materials. The incumbent is responsible for maintaining records for the postal permit imprint and metered bulk mailing accounts; preparing and submitting electronic invoices for payment (IFP) to replenish postal bulk mail permit accounts; operating and supervising the use of the direct impression printer; and working with departments and/or divisions to format their address databases using SmartAddresser to create and process mailings. The lead responsibilities for this class include: ensuring all day-to-day and special projects are completed in a timely manner; assisting in the training of new employees; performing the duties of the Mail Services Supervisor in his absence; assisting in reviewing, organizing, and revising mail routes; assisting in the inventory of office and equipment supplies; ordering necessary supplies; and keeping employees informed of any changes (i.e., duties, routes, etc.) by maintaining the office bulletin board. This class is responsible for performing related duties as required.

Distinguishing Features: The Mail Services Specialist is required to use appropriate safety equipment and follow safety procedures in completing assigned duties. Decisions are made within established guidelines and procedures and require the application and interpretation of general postal and shipping knowledge. General supervision is received from the Mail Services Supervisor who reviews work through observation, meetings, and overall results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Minimum Qualification(s) Required. Any combination of training, education, and experience equivalent to considerable (3 - 5 years) experience working in a mail services operation. Experience with personal computer (PC) software applications (i.e., word processing, spreadsheet, data management).

Special Requirement(s). Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualification(s). Graduation from high school or GED is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with United Parcel Service (UPS), Federal Express (FedEx), United States Postal Service (USPS), and mailing agencies in accurately processing and delivering mailings and in submitting special mailings. Communicates with management, coworkers, and other City employees to establish and maintain effective working relationships. Responds to user-department requests regarding their address databases, mailing design, and deadlines. Trains new employees in Mail Services Worker duties. Advises user departments on the various classes of mailings, what is most appropriate for their mailings, and information on mail piece design. Provides input to the Mail Services

Supervisor regarding full-time Mail Services Worker performance appraisals, supply and equipment needs, routes, etc. Prepares the following: forms to go with certain items (i.e., certified, insured, registered, C.O.D. [Cash on Delivery], etc.); worksheets detailing division postage expenditures; and written statements of mailings and UPS/FedEx shipping records.

Manual/Physical: Inspects mailing equipment to ensure it is running smoothly and that operation is correct. Compiles data on division postage expenditures. Uses common hand tools to make adjustments to equipment. Operates, performs minor maintenance on, and troubleshoots a variety of mail-processing equipment, such as: an automated inserting system, electronic postage scale, two-station folder/inserting mailing machine, etc. Processes utility bills by operating the folding/inserting machine, reviewing the zip code density report, and presorting and labeling mail according to appropriate postal regulations. Delivers processed mail to the Post Office. Sorts, bundles, and labels mail and mail trays for first-class presort mailings and third-class bulk mailings according to USPS regulations. Processes insurance claim checks using the folder/inserting machine. Sorts through claims and matches the second and third pages to the first page for a particular claim. Operates a motor vehicle requiring a standard Arizona Driver's License to drive scheduled routes, adhering to prescribed time schedules and operating safely through traffic. Performs preventive maintenance on assigned vehicles (i.e., check oil, transmission fluid, tire air pressure, fill with fuel, and wash regularly). Moves heavy objects (UPS/FedEx packages, book bins, etc.) weighing up to 70 pounds or more with an aid to assist for distances of up to 25 feet in making deliveries. Cleans work area and equipment using cleaning fluids, such as rubber rejuvenator, silicon spray, etc. Works in all weather conditions.

Mental: Determines mailing costs and the most economical and effective ways to mail items using wall charts, postal scales, and density reports. Interprets service manuals to perform minor maintenance and troubleshooting tasks on mailing equipment. Interprets information outlined in the Postal Domestic Mail Manual and various UPS/FedEx manuals to process mailings. Coordinates employee schedules in the absence of the Mail Services Supervisor. Learns department procedures, mail routes, large mailing preparation methods and techniques, and UPS/FedEx and USPS rates, rules, and regulations through on-the-job training. Prioritizes own work assignments. Makes accurate mathematical computations and tabulates the daily postage used by the department.

Knowledge and Abilities:

Knowledge of:

training, and selection methods and practices;
UPS/FedEx and USPS rates, rules, regulations and postal laws;
the use and minor maintenance of mailing equipment and postal scales;
PC software applications; and
the office practices and procedures related to filing, indexing, maintaining records, and verifying and checking the accuracy of figures.

Ability to:

Assign and lead the work of Mail Services Workers;
work with all City divisions with their address databases, mailing design, preparation, and type of services requested to reduce mailing costs and improve efficiency in delivery service;
make mathematic computations;
operate and maintain various types of mailing equipment and make minor adjustments;
use UPS/FedEx and USPS rates, regulations, and forms routinely;
coordinate the duties of temporary workers;
move heavy bundles weighing up to 70 pounds or more, using proper and safe lifting techniques; and
follow written and oral instructions.

The duties listed above are intended only as general illustration 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.

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EEO-A/S

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-GEN

INCREMENTS 62-200

PAY GRADE: 39

SECURITY-No

CDL-No

IND-8810

SWORN-No