

## MAIL AND DELIVERY WORKER

### JOB DESCRIPTION

**Classification Responsibilities:** A Mail and Delivery 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. Duties include processing all outgoing mail and shipments, which involves operating a 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 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. This class performs related duties as required.

**Distinguishing Features:** Mail and Delivery Workers are required to use appropriate safety equipment and follow safety procedures in completing assigned duties. This class regularly lifts or moves heavy items weighing up to 70 pounds or more using a cart or other equipment aid and accepts items weighing up to 150 pounds for shipping or delivery. The job duties require a working knowledge of UPS/FedEx and USPS rates and regulations. Direct supervision is received from a Print, Graphics, and Mail Coordinator who reviews 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 Class D Arizona Driver's License by hire or promotion date.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Some (6 months - 1 year) experience working with postal regulations and/or equipment is highly 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. 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 (examples: certified, insured, registered, Cash-On-Delivery [COD], written statements of mailing, etc.), UPS/FedEx shipping records including supporting documentation (examples: 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.

**Manual/Physical:** Picks up and delivers mail, interdepartmental correspondence, and other items from divisions. Operates a motor vehicle requiring a standard Class D 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 (examples: check oil, transmission fluid, tire air pressure, fill with fuel, and wash regularly). 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. Works in all weather conditions. Meets scheduling and attendance requirements.

**Mental:** Learns department procedures and mail routes through on-the-job training. Prioritizes own work assignments or tasks based on business needs. 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.

**Knowledge/Skill/Abilities:**

Knowledge of:

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.

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;  
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;  
coordinate the duties of temporary workers; and  
establish and maintain effective working relationships with management, coworkers, other City employees, mailing agencies, and the general public.

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 5/24

TC/ah/co

CS3319.DOCX (Full-time)

PAY GRADE: 41

CS3601 (Part-time)

PAY GRADE: 41

EEO-A/S

IND-9410

JOB FCTN-GEN

SWORN-No

INCREMENTS 70-200