

MAIL SERVICES SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Mail Services Supervisor is responsible for supervising the day-to-day operation of the Citywide mail service, which includes the supervision of Mail Services personnel, facilities, and associated equipment and supplies. A Mail Services Supervisor is the first-line supervisor for the Mail Services Workers. Additional duties include: inputting various daily, monthly, fiscal accounting, and mail piece data; monitoring Mail Services vehicle usage (mileage) using Fleet Services intranet web link. Preparing miscellaneous data reports; daily postage expenditures; Federal Express (FedEx), United Parcel Service (UPS), and United States Postal Services (USPS) usage for daily, monthly, and fiscal year; number of utility bills processed daily/monthly; preparing General Accounting Encumbrance (GAE), Decentralized Purchase Orders (PO), and Delivery Orders (DO) to outside vendors as needed; assisting the Mail Services Specialist and Printing and Graphics Coordinator with mail piece review and design to ensure the items designed by various departments to be sent by mail meet postal regulations for automation compatibility; and assisting with the operation of Smart Addresser, an address management software that has the capability to correct address files, add barcodes, and eliminate duplicate addresses. This class performs related duties as required.

Distinguishing Features: Work requires considerable knowledge of mail services practices and procedures as they relate to the City's internal mail system, the USPS, UPS, FedEx, and other external mail services. The Mail Services Supervisor must be aware of safety regulations and equipment handling as it relates specifically to Mail Services. This class is supervised by the Mail, Print, and Materials Administrator who evaluates overall results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Minimum Qualification(s) Required. Graduation from high school or GED. 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 (example: word processing, spreadsheet, data management). Two years' experience as a City of Mesa Mail Services Worker can be substituted for the required experience.

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

Substance Abuse Testing. None.

Preferred/Desirable Qualification(s). Some supervisory experience is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with UPS, FedEx, USPS, and mailing agencies to accurately process and deliver mailings and in submitting special mailings. Works directly with the Post Office and trains employees in the procedures to be followed, or changes to current procedures. Communicates with management, subordinates, and other City employees to convey or receive information and direction, answer questions, understand and respond to user needs, explain policies and procedures, schedule and

assign duties, and establish and maintain effective working relationships. Advises user departments of the expeditious and cost-saving manner by which to handle certain types of mailing projects, and informs users of general mail handling and preparation procedures. Instructs and trains new employees in the procedures to be followed or changes to current procedures. Prepares performance evaluations for Mail Services Workers. Provides input to the Mail, Print, and Materials Administrator on the budget and equipment needs of the Mail Center.

Manual/Physical: Inspects and reviews working conditions, vehicles and equipment, and the work of subordinates to ensure compliance with USPS, FedEx, and UPS regulations, mail service agency procedures, standard operating procedures, and safety standards. Inspects workflow of employees and spot checks for accuracy and completeness. Enters data into a PC to produce written correspondence and reports. Moves heavy objects weighing up to 150 pounds with an aid to assist for distances of up to 25 feet in making deliveries. Operates a motor vehicle requiring a standard Arizona Driver's License to deliver mail. Cleans equipment using cleaning fluids such as rubber rejuvenator, silicon spray, etc. Works in all weather conditions.

Mental: Plans, organizes, prioritizes, assigns, directs, and evaluates the work of the Mail Services Workers. Resolves procedural, operational, and personnel-related work problems. Serves as liaison between Mail Services and user departments. Determines mailing costs and the most economical and effective ways to mail items using various available resources. Interprets service manuals to perform minor maintenance and troubleshooting tasks on mailing equipment. Knowledgeable in the use of electronic mailing statements, routine forms that accompany mailings and shipments (i.e., certified, insured, Collect On Delivery [C.O.D.], etc.), and use of the USPS Domestic Mail Manual for interpreting standards and procedures. Reviews proposed changes to services offered to users with Mail, Print, and Materials Administrator. Estimates labor and material costs from verbal and written requests for mail services. Learns job-related material regarding mail services and postal regulations in classroom settings and through on-the-job training. Makes accurate mathematical computations and tabulates the daily postage used by the department.

Knowledge and Abilities:

Knowledge of:

supervisory, evaluation, training, and selection methods and practices;
methods and policies relating to providing mail services;
UPS and USPS rates, rules, regulations, and postal laws;
the operation and minor repair of all pieces of mail processing equipment;
PC software applications; and
office practices and procedures related to filing, indexing, maintaining records, and verifying the accuracy of figures.

Ability to:

assign, supervise, and evaluate the work of Mail Services Workers;
develop improved methods for delivering services;
review and propose alternative methods for mailings and shipments to cut costs;

coordinate with Information Technology (IT) preparation of information to facilitate mail preparation in the most efficient and economical method;
work with all City units with their mailing design, preparation, and type of services requested to reduce mailing costs and improve efficiency in delivery service;
ensure that the City is in compliance with all current USPS regulations and cognizant of proposed changes that could affect the budget, services, and equipment;
perform mathematical computations (3-digit decimal addition and multiplication);
operate and maintain various types of mailing equipment and make minor adjustments;
use a calculator;
use UPS, FedEx, and USPS rates, regulations, websites, and forms;
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 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.

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PAY GRADE: 42

EEO-A/S

NDOT SAFETY-No

SECURITY-No

NDOT RANDOM-No

DOT SAFETY-N/A

CDL-No

RESP-No

IND-9410

JOB FCTN-GEN

SWORN-No

INCREMENTS 62-200