



Classification Title: Mail Services Technician

Department:	Business Services	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	22
Supervision Received From:	Supervisor, Warehouse and Mail Services	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	5/2024

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Oversees, coordinates and schedules mail services operations by performing a variety of administrative, accounting and technical functions; ensures compliance with established postal rates and regulations; trains and provides lead work direction to assigned student workers.

DISTINGUISHING CHARACTERISTICS.

Mail Services Technician is distinguished from other classifications in Business Services in its responsibility for coordinating all aspects of mail services operation.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Oversees the District's mail services operations, which involve sorting, preparing, processing, metering, picking up, delivering and distributing United States (U.S.) mail, interdepartmental mail and overnight mail and packages to all District departments and locations; processes shipments using outside vendors.
2. Participates in scheduling and providing training and lead work direction to student workers and short-term employees; leads and participates in assigning the work of lower-level employees; ensures completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
3. Receives, sorts, records, labels, weighs and meters all outgoing U.S. mail and parcels; operates mail equipment to fold, stuff, sort, meter and prepare bulk mailings; maintains bulk mail accounts; updates mail delivery databases and lists; follows and ensures that staff consistently adheres to security procedures in the mail center.
4. Receives, sorts and records incoming U.S. mail by District department and location; sorts and distributes inter-departmental and U.S. mail to mailboxes for employees, departments and other District sites; provides information on mailing procedures.
5. Oversees, assigns, trains and works with student employees assigned to mail services on the operations of mail equipment including metering equipment, processing and distributing outgoing campus and U.S. mail, and sorting and distributing all incoming mail.

6. Ensures compliance with established rates and regulations for various types and classes of mail, including domestic, international certified, insured, standard and first class, sent via United States Postal Service (USPS), United Parcel Service, Federal Express and other vendors; reviews postal rates and regulations to ensure accurate application and compliance; notifies departments of changes in code regulations and rates.
7. Collects, organizes and enters data into a charge-back billing database; formats, prints and distributes monthly billing reports; maintains detailed billing records; answers questions and troubleshoots problems involving mail services billing; reviews requests for direct payments to vendors; works with equipment vendors when troubleshooting equipment; processes various invoices related to mail services following established procedures.
8. Prepares and maintains records and reports regarding postal costs and other mail services information; monitors expenditures for postage, shipping vendors and USPS Centralized Account Processing System (CAPS) accounts, and processes requests for warrants to replenish accounts as needed.
9. Provides excellent customer service and information to staff, students and the public on District mail services operations and policies.

Marginal Functions:

1. Communicates with the USPS and other package carriers to request and obtain technical information and assistance.
2. Prepares various correspondence and memorandum as necessary.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of mailroom experience involving customer service and the utilization of high-volume postal equipment and account billing.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications: College-level coursework in accounting from an accredited institution.

Knowledge of:

1. Industry standards and technology trends applicable to mail delivery services and operations.
2. USPS postage rates and requirements for sorting and mailing letters, parcels and other materials.
3. Operations and maintenance of mail equipment including high-speed mail processing equipment and postage meters.
4. Standard business software and mail code/delivery databases and tracking systems.
5. Modern office practices, procedures and equipment.
6. The roles and functions of mail services operations applicable to areas of responsibility.
7. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
8. Security methods, practices and procedures applicable to mail services operations.
9. Methods and practices of public administration for budgeting, purchasing and maintenance of public records.
10. Business mathematics.

Skill in:

1. Organizing, setting priorities and exercising sound independent judgment within areas of assigned responsibility.
2. Interpreting, applying, explaining and reaching sound decisions in accordance with postal-related rules and regulations and policies and procedures relevant to assigned areas of responsibility.
3. Sorting mail quickly and accurately, based on U.S. mail requirements.
4. Operating and performing minor maintenance on mail equipment, including folding machines and postage meters.
5. Operating a computer and using business software applicable to assigned duties.
6. Understanding and carrying out written and oral instructions.
7. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
8. Assigning and inspecting the work of lower-level staff.
9. Communicating clearly and effectively, both orally and in writing.
10. Overseeing and training lower-level staff and preparing work schedules.
11. Preparing clear, concise and accurate logs, records and reports.
12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
13. Establishing and maintaining effective working relationships with others encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: Incumbents work under typical mailroom conditions near high-speed processing equipment and postage meters where the noise level is moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to distinguish equipment signal warnings and sounds; use hands to operate, finger, handle or feel mail and other standard office equipment; and reach with hands and arms. Employees are frequently required to lift or push/pull objects weighing up to 50 pounds.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.