



Classification Title: Supervisor, Warehouse and Mail Services

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| Department: | Business Services | EEO6 Code: | 7 |
| Employee Group: | Confidential and Supervisory Team (CAST) | Salary Grade: | 43 |
| Supervision Received From: | Director, Business Services | Date of Origin: | 8/2014 |
| Supervision Given: | Assigned Classified, Short-Term, Student, and Volunteer Staff | 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.

Responsible for planning, organizing, and supervising the overall operations of warehouse and mail services including the supervision of support staff. Develops, implements, and monitors the overall budget for assigned areas of responsibility in coordination with the Director, Business Services.

DISTINGUISHING CHARACTERISTICS.

The Supervisor, Warehouse and Mail Services is distinguished from other supervisory classifications by its responsibility for warehouse and mail operations.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, coordinates, schedules and provides technical support and expertise for the warehouse and mailroom operations to include: mail and warehouse sorting/delivery, posting/distributing of United States (U.S.) mail, campus mail, and special delivery services, central asset receiving, inventory, and fixed asset management; surplus, and storage and sale coordination; oversees the District-wide courier program assuring all campuses receive regular service and correct delivery; assures that supplies and equipment are received as ordered; assures that product and equipment returns are expedited efficiently; develops and distributes timely updates for District-wide mail roster and District postal charge bulk accounting; oversees the use of sorting methods and postal metering equipment.
3. Oversees the use of and operates forklifts, pallet jacks, floor jacks, dollies, carts, hand trucks and motor vehicles to load, unload and move items in the warehouse and deliver to District facilities/locations; maintains mailroom and warehouse safety; demonstrates safety procedures to assigned staff; monitors activities in the mailroom and warehouse to ensure safety procedures are followed; inspects equipment to ensure maintenance and safety; immediately reports any safety concerns and/or needed repairs to the Director and Environmental Health and Safety (EH&S); requests annual safety training for staff; in coordination with EH&S, serves as liaison for the annual safety inspection and takes action to correct any deficiencies identified.
4. Reviews complex conflicts between Purchase Orders and Receiving information and actions and inventory records; supervises and processes online receiving and/or asset record created for special delivery items; researches and corrects inventory records; recommends and implements policy for the creation of official historical records surplus property.

5. Develops and organizes systems for conducting physical inventories; oversees site audits of departments and reconcile inventory to certified reports; coordinates research of discrepancies; prepares and presents written reports and findings; develops procedures for and supervises the use of bar code readers/scanners and computers in the collection and analysis of inventory data; assigns staff to review and investigate property losses in conjunction with Palomar College Police Department; organizes, coordinates and supervises physical inventories and the capture and upload of pertinent data.
6. Develops central asset receiving; improves timeliness of processing, receiving and delivery of products; pursues automation of processes; supervises and develops delivery schedules of assets throughout District; directs the process of properly tagging assets; coordinates delivery schedules with District operations, site business operations and receiving points.
7. Coordinates maintenance of surplus property records and preparation of related Board reports; coordinates transportation of surplus property; organizes stored surplus facility and stored property; corresponds with District staff or auctioneer; communicates with Director regarding the certification of surplus property; investigates and reports on excess property being stored at sites; coordinates District auctions and sales and transfers of District equipment.
8. Communicates with assigned employees to resolve issues and equipment problems, explain procedures, and improve the operations of mail and warehouse services; establishes, revises, and updates procedures and policies to improve the efficiency and effectiveness of warehouse and mail services; ensures department and District-wide compliance with all applicable federal, state, and District regulations, policies and procedures.
9. Maintains the mailroom and warehouse in a clean, efficient and organized manner; ensures that stock is arranged for maximum usage of available space; develops and implements a maintenance schedule for all equipment; submits and monitors yearly maintenance and supply requisitions; maintains equipment and service contracts; works with vendors to resolve equipment repair.
10. Develops, coordinates and maintains billing for mail services; sends data to Fiscal Services for posting; monitors proper posting of billing; works with departments regarding posting.
11. Assembles, develops, and monitors department budget in coordination with the Director to purchase equipment, supplies, and materials as needed.
12. Develops annual operational and multi-year strategic plans for warehouse and mail services in coordination with the Director.
13. Assures compliance with established rates and regulations for type and class of U.S. and international mail, express mail, package carriers, United Parcel Services (UPS), and other mail vendors; directs mailings of standard first-class mail; reviews postal rates and regulations to assure accurate application and compliance; notifies departments of changes in codes, regulations and rates.
14. Communicates with U.S. Postal Service officials and external vendor representatives to request and obtain technical information and assistance.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
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 experience in shipping and receiving and/or warehouse operations, including one year of lead or supervisory experience.

Education/Training:

An Associate's degree from an accredited institution in education or a related field.

License and/or Certificate:

1. Possession of a valid, appropriate California Driver's License by time of appointment.
2. Forklift certification from an Occupational Safety and Health Administration (OSHA)-approved training center within 90 days of appointment.

Preferred Qualifications:

1. Related work experience in an educational setting.
2. Experience involving a wide variety of stock and purchasing inventory control procedures.

Knowledge of:

1. Supervisory principles and practices.
2. Modern warehouse and mail services operations and related equipment, including inventory management, receiving and inspecting materials.
3. Inventory control and management procedures and processes.
4. Applicable automated warehouse and mail services applications.
5. Mail service equipment.
6. Principles, practices, and operations of warehouse and mail service operations.
7. Internal billing practices and processes.
8. Budgeting principles and practices.
9. Billing management and basic accounting principles and practices.
10. Applicable federal, state, local, and institutional codes, laws, rules, regulations, policies, and procedures, including Occupational Health and Safety (OSHA) and College safety policies, procedures and safe work practices applicable to mailroom and warehouse services.

Skill in:

1. Supervising, training and directing the work of others.
2. Utilizing a computer and related software applications.
3. Interpreting, applying, and explaining applicable rules, regulations and policies.
4. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Budget development and maintenance.
7. Investigating and resolving customer complaints.
8. Providing customer service.
9. Analyzing complex data.
10. Detecting, isolating, and resolving operational problems.
11. Maintaining billing and inventory systems.
12. Communicating effectively, both verbally and in writing.

13. 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.
14. Interpreting data and information.
15. Developing policies and procedures.
16. Mediating difficult and/or challenging situations.
17. Preparing, analyzing, and maintaining a variety of records and reports, ensuring accuracy of information.
18. Training employees on the use of applicable software systems, policies, and procedures.

WORKING CONDITIONS.

Environmental Conditions:

Office, mailroom and warehouse environments; indoor and outdoor; exposure to computer screens, noise, moving equipment and mechanical parts, and electrical energy; extensive contact with faculty, staff and students; exposure to dust, grease, and potentially hazardous chemicals, fumes, and materials.

Physical Conditions:

Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as standing, walking and sitting; reaching with hands and arms; and driving a delivery truck. An employee is required to lift, carry, push and/or pull objects weighing up to 100 pounds with frequent lifting and/or carrying of objects weighing up to 75 pounds. An employee also is regularly required to work on ladders and to stoop, kneel, bend, crouch or crawl, climb or balance. Must be able to travel between education center, satellite sites, and other District locations as needed.