

## **SENIOR MAILROOM CLERK**

### **DEFINITION**

Under general supervision, plans, organizes and leads work of staff assigned to the County's central mailroom work unit; sorts, picks up and delivers County and United States mail and other materials; operates and maintains mail processing and related equipment; performs a wide variety of complex and specialized tasks related to the receipt and delivery of mail; and performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a lead worker class responsible for the planning, coordination and execution of the day-to-day work associated with the central mailroom. This position is responsible for training, organizing and assigning the work of other staff assigned to the central mailroom and performing more complex tasks related to the receipt, processing and delivery of mail and other materials.

This position is distinguished from the lower level class of Mailroom Clerk in that the latter performs routine mail handling and clerical support duties under close supervision.

Positions in this class are distinguished from the lower level class of Courier in that the latter does not serve as a lead worker and performs less complex tasks related to delivery and messenger services, maintenance and inventory.

### **EXAMPLES OF DUTIES**

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this job at any time.

1. Organizes, trains and sets priorities of central mailroom staff and follow-up to ensure coordination and completion of assigned work; maintains work area in a clean and orderly condition
2. Provides input to improve efficiency such as new or modified routes or schedules; provides input related to scheduling conflicts of staff, selection decisions and performance evaluations
3. Maintains and modifies monthly delivery schedule and executes routes as needed to fill in for staff absences
4. Performs routes throughout the County picking up and delivering USPS, UPS, and inter-office mail, materials, goods, money bags, graphics orders and special or emergency deliveries on foot or in a County vehicle; loads and unloads vehicles using hand trucks for pick up or delivery of items
5. Collects, meters and sorts all County mail; operates postage metering machines and sorting machine; coordinates mass pick ups, metering and delivery of department mail outs
6. Verifies daily balances on metering machines to ensure proper accounting; performs postage rate updates; assists in preparation for monthly audits
7. Monitors and maintains mail processing and related equipment and arranges service and repair calls; arranges maintenance and service of vehicles assigned to the work unit
8. Performs various clerical tasks including computing figures, maintaining files and logs, preparing and maintaining operational records and reports; assists in the maintenance of inventory and related records.

### **QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

#### **Knowledge and Skills:**

Thorough knowledge of:

1. Postal regulations, mailing restrictions, rates and postal transactions and procedures.

Working knowledge of:

1. Techniques for organization, efficiency and managing workflow
2. Office practices and procedures including data processing, filing, recordkeeping and operation of standard office equipment
3. Proper lifting techniques and safety regulations, precautions and practices
4. Geographic area in delivery routes.

Skill and Ability to:

1. Train, prioritize, organize and assign work to others in order to maximize delivery of services
2. Perform and ensure timely pick up, loading and delivery of countywide mail, money bags, goods and other materials
3. Use initiative and sound judgment to solve operational problems within established guidelines
4. Sort and categorize mail, packages and other materials quickly and accurately
5. Properly use and maintain mail processing and postage machines and equipment
6. Maintain inventory balances and resolve any variances or discrepancies
7. Use a personal computer to create and maintain accurate written and electronic reports, logs, records and files
8. Resolve conflicts and maintain cooperative relationships with others contacted through the course of work.

**REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

1. Possess a valid California Class C Driver License and a satisfactory driving record
2. Successfully pass a background investigation.

**EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**

Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

Experience:

Two (2) years experience performing mailroom or delivery work.

**PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required for this classification include:

1. Mobility and dexterity sufficient to drive a vehicle, perform mail and delivery duties, and function in a typical office environment
2. Strength to personally lift and move heavy objects weighing up to fifty (50) pounds on a regular basis
3. Ability to sit for up to six (6) hours per day while working at a computer terminal or performing courier routes
4. Ability to walk up to four (4) hours per day while performing mailroom duties and courier routes
5. Ability to see well enough to drive a vehicle, read standard text on paper documents and electronic screen of a computer terminal and function in a typical office environment

- 6. Ability to speak and hear sufficient to interact using a hands-free ear device for telephone conversations, work in a noisy environment and to function in a typical office environment
- 7. Physical agility to perform tasks requiring a full range of body movements including lifting, pushing, pulling, carrying, bending, stretching, twisting, reaching, stooping, balancing, squatting, climbing, kneeling or assuming crouched body positions
- 8. Occasionally work in areas not well ventilated, work outdoor and in adverse weather conditions; work on uneven or slippery ground or floor spaces; come in contact with vibrations, heat, fire, steam, radiation, moving objects, electricity and hand and/or power tools; be exposed to sudden changes in temperature, pressure or humidity; work at elevations above ground level; work in extremely noisy environments; come in contact with toxic fumes, liquids or gases, dust or silica dust, chemical materials or solvents, infectious organisms.

**CLASS HISTORY**    **CLASS DATA**

Class Code:	80O23	Job Group: 18
Established Date:	May, 2012	EEO Category: OC
Revised Date:	(New)	Work Comp. Code: 8810
Former Title:	(New)	Bargaining/Employee Unit: J
		FLSA: C

Prepared by: Suzanne Paluck

Approved by:

---

County Administrative Office

---

Date