

TITLE: <u>Mail Services Supervisor</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA539</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>12</u>	EEO CODE: <u>50</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

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**POSITION PURPOSE**

Coordinate and oversee the University mail department operational services to ensure U.S. and campus mail is received, processed and delivered in an uninterrupted manner throughout the University.

**ESSENTIAL JOB FUNCTIONS**

- Supervise a large number mail clerks and student support personnel. Schedule, assign, monitor and evaluate work activities. Interview, select and recommend disciplinary actions. Train in appropriate methods of mail collection, sorting, recordkeeping, dispatching and distribution. Maintain attendance and payroll records.
- Maintain financial records and other statistical data of departmental operations, e.g. volume of mail processed. Prepare routine reports as requested.
- Perform routine bookkeeping and accounting activities. Monitor postage budget. Process appropriate University forms, paperwork and requisitions; monitor and order supply and equipment inventory. Maintain record of gas usage and motor vehicle repairs.
- Serve as resource person responding to telephone and walk-in inquiries; resolve problems related to mail service; provide general information on department operations and procedures. Keep abreast and interpret the application of United States Postal Service regulations and guidelines.
- Attend meetings. Recommend changes to department operational activities to ensure uninterrupted mail service throughout the University. Contact various vendor representatives regarding accounts, mailings and general procedures.
- Participate in mail service operations as needed. Operate postage metering machine, scales and other office equipment.
- Perform related work as assigned.

### **ADDITIONAL COMMENTS**

This classification serves as a supervisor and/or work leader overseeing the University mail service. Work activities require knowledge of United States Postal Service regulations. The incumbent is expected to coordinate and participate in pick-up, sorting, distribution and delivery of U.S. and campus mail. Supervision is exercised over a large number (15-20) of Mail Clerks and student support personnel. Human relations skills are critical in supervising and motivating staff as well as interfacing with University personnel and the general public. Work activities involve thinking within substantially diversified procedures. This classification is generally assigned to the department of General Services in the Division of Business Operations. This classification reports to and receives work direction from a management level position.

### **MINIMUM QUALIFICATIONS**

- High school graduate or equivalent combination of education and/or experience.
- Extensive knowledge of United States Postal Service regulations.
- Some supervisory experience is necessary.
- Extensive knowledge of University locations.
- Ability to operate postage metering machines, scales and standard office equipment.
- Ability to communicate effectively with others is critical in supervising a large staff and dealing with University personnel and the general public.
- Typically, incumbents have held positions with the postal service or a large mail service facility.