

MAIL SERVICES ASSISTANT*

Function of Job:

Under general supervision of responsible administrator and with a focus on continuous improvement and customer service, supervise and assist with various aspects of mail services on campus.

Characteristic Duties and Responsibilities:

1. Supervise assigned mail center service areas and respond to inquiries concerning mail services, procedures and policies.
2. Responsible for maximizing US postal and UPS incentives by such methods as converting departmental list information to postal code, printing addresses, preparing bulk mailings, and presorting mailing lists.
3. Record departmental postal expenses and other documentation using computerized system.
4. Prepare reports, assist with inventory management system as required and/or with special projects.
5. Train and supervise staff and assist with hiring and evaluating staff.
6. Process mail including metering, sorting, and unloading mail, handling special mailings, pre-sorting and mass mailings, and assist with other mail services such as UPS, FEDEX, and Airborne packaging.
7. Responsible for mail box assignments, mail box key management, and distribution of mail to mail boxes as assigned.
8. Deliver and pick up mail from post office and drive campus mail route as needed.
9. Responsible for basic maintenance of machines and arranging for repairs as needed.
10. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation and three years experience in clerical position involving mail processing.
2. Valid motor vehicle operator's license to drive mail vehicles as needed .
3. Sufficient strength and physical dexterity to perform duties, including heavy lifting.
4. Must be able to wear and use appropriate personal protective equipment as necessary.
5. Working knowledge of postal rates and regulations.
6. Supervisory, organizational, and computer skills.
7. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.

Additional Desirable Qualifications:

1. Experience working postal metering machines.
2. Knowledge of campus mailing procedures.

7/1/97
System Approval

7/1/97
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

*Revised – Original revised 7/1/97 and revised as “Mail Services Assistant” on 12/13/2005.