

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MAIL SERVICES CLERK

RANGE: 8

BASIC FUNCTION:

Under the direction of the Manager, Maintenance and Operations, pick up, process, receive, sort and distribute incoming and outgoing mail and packages for the County Office.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Receive, sort and distribute incoming mail, packages and inter-office mail to appropriate personnel departments or organizations; receive and prepare packages for delivery; assure timely and efficient pick-up and delivery of County Office mail and packages.

Pick up, sort and distribute outgoing mail and packages according to established procedures; weigh, wrap, seal and affix appropriate postage and labels to outgoing mail and packages; evaluate available options and select appropriate delivery methods to assure cost effective service.

Process and place inter-office and incoming mail in appropriate departmental or individual mailboxes; meter outgoing mail from various County Office departments and individuals; calculate and apply shipping and postage charges to appropriate accounts.

Process and assure proper addressing and certification of County Office mail and packages in accordance with established postal regulations; screen incoming mail and refer suspicious mail or packages to appropriate personnel.

Prepare and maintain a variety of records, logs, reports and files related to mail, packages, transactions, accounts, deliveries, orders and assigned activities; generate and print various computerized lists, records, reports and documents; duplicate materials as needed.

Communicate with County Office personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of equipment including mail processing machines, calculators, carts, hand trucks, copiers, scales, computers and assigned software.

Determine appropriate destination for incoming mail and packages as necessary; resolve related issues and discrepancies; contact other departments for assistance as needed.

Maintain work area and equipment in a neat, clean and orderly condition; stock supplies as needed.

Maintain current knowledge of postal rates and applicable postage regulations.

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OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods, practices, procedures and equipment used in the pick up, processing, receipt, sorting and distribution of incoming and outgoing mail and packages.

Modern office and postal equipment.

Record-keeping and report preparation techniques.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Health and safety regulations.

Proper lifting techniques.

Arithmetic calculations.

ABILITY TO:

Pick up, process, receive, sort and distribute incoming and outgoing mail and packages.

Weigh, wrap, seal and affix appropriate postage and labels to outgoing mail and packages.

Evaluate available options and select appropriate delivery methods to assure cost-effective service.

Calculate and apply shipping and postage charges to appropriate accounts.

Operate a variety of office and mail room equipment and machines.

Work independently with little direction.

Meet schedules and time lines.

Operate a computer and assigned software.

Understand and follow oral and written directions.

Prepare and maintain a variety of records, logs and reports.

Make arithmetic calculations quickly and accurately.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and sufficient training and experience to demonstrate the knowledge and abilities listed above.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license preferred.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

Driving a vehicle to conduct work.

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PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a variety of equipment.

Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing and pulling moderate heavy objects as assigned by the position.

Reaching overhead, above the shoulders and horizontally.

Bending at the waist, kneeling and crouching.

Walking.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to sort mail and operate equipment.

Standing and walking for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

Hearing and speaking to exchange information.

Climbing stairs.