



Mail Services Worker

Purpose of the role:

Under general supervision, performs a wide variety of duties involved in providing mail services for the City; sorts, distributes, and processes all incoming and outgoing interdepartmental and U.S. mail; prepares, delivers, and receives special delivery packages and letters; operates mailing equipment and City vehicle; assists with various activities in the print shop to ensure operational needs are met; and performs related duties as assigned.

Distinguishing Characteristics:

The Mail Services Worker is primarily responsible for sorting, weighing, collecting, and distributing all incoming and outgoing U.S. mail and interdepartmental mail and materials. The Mail Services Worker is distinguished from positions in the Administrative Clerk series in that incumbents in the latter class perform a wide variety of general clerical support functions.

Essential Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Sorts, weighs, and meters all outgoing mail, packages, and parcels including those being shipped by express carrier; sorts outgoing mail by department and weighs for proper charge backs; presorts and logs large mailings.
- Operates mail processing equipment including meter mail machines and mail inserter equipment; troubleshoots and performs minor maintenance on mail equipment.
- Receive shipments and operate material handling equipment and freight elevators.
- Sorts incoming U.S. mail by department and agency; collects and sorts departmental and interdepartmental mail; delivers interdepartmental and U.S. mail to appropriate departments; distributes heavy parcels.
- Operates a vehicle and delivers and picks up mail to and from City departments and divisions in outlying locations as well as the Post Office.
- Maintains various logs and records of mail received or shipped including charge back records; prepares accounting reports on mail charges.
- Coordinates assigned activities with other departments; coordinates with departments to ensure best postage rates for large mailings or heavy parcels; coordinates with City Manager's Office for saturation

mailing of City newsletter.

- Orders supplies for assigned operations; meets with vendors.
- Provides support to the print shop as assigned; assists with binding, punching, padding, cutting, and reproduction assignments.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Standard office procedures, methods, and equipment.
- Basic mathematical principles.
- Traffic and safety laws, ordinances, regulations, and rules involved in vehicle operation.
- Occupational hazards and standard safety practices including proper lifting techniques.

Ability to:

- Sort mail quickly and accurately, based on names, City departments and agencies, and U.S. mail requirements.
- Perform basic maintenance on City mailing equipment, reproduction, and binding equipment.
- Basic operation of mailing, reproduction, and binding equipment.
- Prepare and maintain basic records and reports using standard office and computer equipment.
- Work safely and adhere to principles of safety.
- Safely operate material handling equipment.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

***Desired
Minimum
Qualifications:***

Competencies:

- Team Builder
- Results Oriented
- Customer-Focused
- Accountable
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

***Education and
Experience
Guidelines:***

Education:

Equivalent to completion of the twelfth grade.

Experience:

Some general office support and clerical experience is desirable.

Licenses; Certificates; Special Requirements:

A valid class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office, mailroom, and print shop setting with travel from site to site; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; frequently lift, drag, and push/pull objects weighing up to 70 pounds and occasionally lift, drag, push/pull objects weighing up to 100 pounds while navigating stairs, ramps, elevators, and doorways; and operate office equipment, mail machinery, and print shop equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Indoor and outdoor setting; frequent exposure to outdoor weather conditions when making remote deliveries; frequent exposure to loud or prolonged noise levels and vibrations; and occasional exposure to fumes or airborne particles.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: 12/5/11

12/5/2011:

- Added additional paragraph under Essential Duties to operate material handling equipment and freight elevators. Also, added sorting departmental mail.
- Added additional information to Ability section to include basic maintenance and operation of mailing, reproduction, and binding equipment. In same section added safe operation of material handling equipment.
- Added additional language under the Physical Section for push/pull objects while navigating stairs, ramps, elevators, and doorways.