



MAIL SERVICES CLERK

Department: Finance
Job Class #: 657400
Pay Range: General 12

FLSA: Non-exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION

Under the direction of the General Services Supervisor, this position is responsible for managing the County mail system including operating equipment to process and distribute mail, operating material handling equipment to receive, deliver and inventory stock items for Pierce County. Work is of a routine and procedural nature and requires the incumbent to adhere to a strict time schedule to ensure timely and efficient mail processing to County Departments and other personnel. The work is performed independently according to established County policies and procedures and postal regulations.

ESSENTIAL FUNCTIONS

- Receive, sort and distribute U.S. mail and inter-office mail in a timely and efficient manner to appropriate personnel and departments. Determine appropriate delivery locations for poorly marked mail.
- Pick up, sort and post outgoing inter-office and U.S. mail according to established procedures and postal regulations; prepare special mail such as certified, UPS, insured and registered, Federal Express, bulk, Air Bourne, permit imprint, zipsort, U.S. Express and metered mail.
- Receive, pick up, stock, issue and inventory assigned items; operate a variety of related equipment; monitor stock levels; participate in physical inventory as directed.
- Operate a variety of mail room equipment and standard office equipment such as postage machine, meter, folder/insertor, typewriter, personal computer, word processing equipment, copier and fax machine.
- Prepare postage requisitions and vouchers; order postage for County department use.
- Prepare and maintain various basic records and reports related to daily activities; post and balance daily postal reports.
- Maintain and manage mail database.
- Organize and maintain computerized and paper files; record and retrieve information, files, documents and records.
- Communicate with County departments to determine status of postage accounts.
- Provide information and advice in response to questions raised by the general public, customers, County departments and other personnel.
- Maintain current knowledge and stay updated on all USPS postage rates and regulations pertaining to county demands.
- Service, adjust and perform minor maintenance to insertor and postage metering machines.
- Prepare and process a variety of bills or other documents to be mailed, utilizing a folding and inserting machine.
- Work effectively and productively with others.
- Communicate effectively both orally and in writing, to audience of various social, educational and economic backgrounds.

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- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential functions of the classification.

OTHER JOB FUNCTIONS

- May be required to train temporary and back-up employees.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- RCWs, WACs and County ordinances as they relate to General Services.
- Applicable statutes and regulations pertaining to USPS codes, postage rates and fees.
- General office practices, policies and procedures including record keeping techniques.
- Modern postal and standard office equipment.
- Basic bookkeeping, accounting and cashiering methods and practices.

Skill in:

- Customer Service and telephone etiquette.
- Modern postal and standard office equipment, practices & procedures
- Word-processing/spreadsheet applications
- Oral and written communication skills

Ability to:

- Perform data entry and clerical work proficiently.
- Meet scheduled deadlines.
- Work under pressure in stressful situations.
- Effectively handle awkward situations with discretion, and sensitivity.
- Make arithmetic calculations quickly and accurately, file materials alphabetically and numerically.
- Follow oral and written instructions, and.
- Work independently with minimal supervision
- Establish and maintain harmonious working relationships with co-workers and the general public.
- Interact with various other public and private agencies as needed; and, operate modern postal and standard office equipment including computer systems and personal computers.
- Accurately utilize standard and specialized office equipment.
- Accurately review and process a variety of transactions.
- Physically perform the essential job functions; lift heavy objects weight up to 50 pounds.

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- Meet the traveling requirements of the position.
- Pick up and deliver materials and supplies
- Learn department locations
- Process County bulk mailings using cost effective methods

SUPERVISION RECEIVED AND EXERCISED: Work is supervised under the general direction of the General Services Supervisor, but may report to his/her designee. Supervision is of a general nature, where completed work is reviewed for thoroughness, accuracy, timeliness, and compliance with regulations, policies, and procedures. Discretion and judgment are used in selecting the most appropriate guidelines, references, and procedures. Situations to which existing guidelines cannot be applied are typically referred to the General Services Supervisor.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Mail Services Clerk works in a customer service office environment and/or in the field on a regular basis. Travel to meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work may be required. Work is subject to frequent interruptions, angry or volatile customers and occasional above average office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Typical physical activities include finger dexterity to operate equipment used in the position, talking, seeing, and hearing. Occasional and frequent walking, sitting, bending/stooping, pushing/pulling and minimal lifting up to 50 lbs may be associated with the classification. Frequent alternating from a seated to a standing position throughout the day is required. Ability to travel to attend meetings away from regular work site may be required.

RECRUITING REQUIREMENTS

High School Diploma or GED is required, and one or more years of related mail services experience including mail processing, sorting and preparing bulk mail. Additional education may be substituted equally for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position.