CUNY CLASSIFICATION CIVIL SERVICE

POSITION DESCRIPTION: MAIL/MESSAGE SERVICES WORKER

CODE 04921  ADMINISTRATIVE
       SERVICES OCCUPATIONAL
       GROUP

DATE April 22, 1994

This class of positions encompasses the provision or supervision of mail services. There are two Assignment Levels within this class of positions. All personnel perform related work.

Assignment Level I

Under supervision, with considerable latitude for independent initiative and judgment, utilizing manual and/or electronic postal equipment and procedures; performs the following postal/electronic media/messenger activities:

- Receives, sorts and distributes mail or other packages.
- Loads, unloads, lifts and moves mail and packages.
- Prepares, sorts and labels outgoing mail.
- Picks up and delivers interoffice or intra-office mail/parcels.
- Acts as a messenger, both on and off campus.
- Signs receipt for shipment.
- Assists in packing and unpacking all kinds of packages that can be processed through the U. S. Postal Service or other parcel delivery services.
- Inserts letters or other material into envelopes.
- Computes required postage, and stamps outgoing mail and/or operates office machines to process mail.
- Delivers meters to Post Office for resetting.
- Answers routine queries from users of mail services.
- Gets mail and/or packages registered and/or insured at the post office.
- Operates office machines, e.g. duplicating, postage meters etc.
Mail/Message Services Worker

Makes scheduled trips for deliveries or collections; if necessary, operates various kinds of motor vehicles to carry mail or parcels.

Reports any noticeable mechanical defects in the motor vehicle and/or in office apparatus.

Performs minor preventive/routine maintenance to motor vehicles and other office apparatus e.g. changing dates on stamping apparatus etc.

Operates a multiple position switchboard and/or a computerized switchboard.

Maintains an up-to-date mail directory of all employees at the Campus.

Keeps requisite records.

Uses computer, if necessary, to perform routine tasks e.g. reports, expenses, and postage.

Supervises part-time and/or student employees working in mail/message services area.

May occasionally/temporarily function as a lead worker.

May occasionally/temporarily supervise the mail service activities.

Assignment Level II

Under direction, with considerable independent initiative and judgement, supervises employees utilizing manual and/or electronic procedures in performing mail and messenger service functions and performs the following more complex activities:

Supervise and trains staff in all phases of mail/messenger service operations.

Insures that selection among mail service and postage choices is made in most cost effective manner.

Assign job duties to subordinates, and maintains records of their schedules.

Makes sure that all deadlines are met and deliveries are made promptly.

Determines route schedules for pickups and deliveries.

Keeps logs of all postage material.

Prepares monthly invoices for postage used by College departments.

Prepares requisitions for supplies, funding of postal accounts and contracts for servicing equipment.
Insures that mail office equipment is properly maintained and serviced.

Maintains the security of all postage material and equipment.

Explains procedural changes and provides subordinates with necessary resources and supplementary interpretations to implement these changes.

Develops, maintains, and revises (if needed) procedures to insure efficiency and effectiveness.

Corresponds and confers with local postal authorities to resolve postal/electronic media/messenger issues.

Coordinates services and obtains interpretations of new or revised postal regulations.

Schedules training seminars provided by the Post Office for the mailroom staff.

Investigates complaints of poor service and takes appropriate action.

Prepares annual and supplemental budgets for the mail service functions.

May perform the duties of assignment level I.

Qualification Requirements

A four year high school diploma or its equivalent, plus six months of full time office experience in mail services’ area. The person must be able to communicate in English.

For appointment at Assignment Level II, the person must have additional six months of full time supervisory experience in mail service.

NOTE: 1. The college may designate certain positions requiring a valid New York State driver’s license.

2. The college is permitted to designate limited positions to be filled by physically and mentally handicapped persons under 55A of New York State Civil Service Law.

Both above cited designations must be filed with the University Personnel’s Office.

Direct line of Promotion:

From: None

To: CUNY Administrative Assistant

NOTE: Promotion opportunity shall be only for those incumbents who meet the minimum education and length of experience required for the CUNY Administrative Assistant title.