Title: Mail/Message Services Worker

Title Codes: 04921  Annual (Full-Time)

FLSA Status: Non-Exempt

Date Issued: April 2, 2007

General Duties and Responsibilities

Provides and may supervise mail and related services at a CUNY location.

There are two Assignment Levels for this position (1 and 2). All personnel perform related work. This specification describes typical assignments in this position; related duties may be assigned as needed.

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.

A Motor Vehicle Driver's License, valid in the State of New York, may be required for some, but not all, positions.

Direct Lines of Promotion

From: None.  To: None.
General Work Tasks

**ASSIGNMENT LEVEL 1**

Under supervision, with latitude for independent initiative and judgment, utilizing manual and/or electronic postal equipment and procedures:

- Receives, sorts and distributes mail or other packages. Signs package receipts.
- Loads, unloads, lifts and moves mail and packages.
- Prepares, sorts and labels outgoing mail.
- Assists in packing and unpacking all kinds of packages that can be processed through the US Postal Service and other delivery services.
- Picks up and delivers interoffice or intra-office mail/parcels.
- Inserts letters or other material into envelopes, manually or using automated equipment.
- Computes required postage, and stamps outgoing mail and/or operates office machines to process mail.
- May visit Post Office to conduct business related to mail delivery and postage.
- Acts as a messenger, both on and off location.
- Answers routine queries from users of mail services.
- Gets mail and/or packages registered and/or insured.
- Operates office machines such as copiers and postage meters.
- 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 motor vehicles and/or in office equipment they utilize.
- Operates telephone equipment, including automated directories and telephone features.
- Maintains mail directories of all personnel at the campus.
- Keeps other required records.
- Uses computer, if necessary, to perform routine tasks e.g., reports, expenses, and postage. Depending on office policy, may utilize electronic mail to communicate with campus personnel regarding the status of mail deliveries.
- May function as a lead worker, supervise mail service activities, or supervise part-time and/or student employees working in services area.

**ASSIGNMENT LEVEL 2**

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

- Supervises 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.
• Assigns 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 or internal billing records for postage used by College departments.
• Prepares requisitions for supplies, funding of postal accounts and contracts for servicing equipment.
• Insures 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 internal and external training sessions for staff, such as seminars provided by the Post Office.
• Uses computer, if necessary, to perform routine tasks e.g., reports, expenses, and postage. Depending on office policy, may utilize electronic mail to communicate with campus personnel regarding the unit’s activities.
• 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 1.