

# Job Description

Position Title: Mailroom Specialist

Job Family: Materials Management

Job Level: Support & Service - Entry

FLSA Status: Non-Exempt

Salary Grade: 01

## Position Summary:

The Mailroom Specialist performs a full range of mailroom duties, including logging, sorting, processing and distributing inbound and outbound USPS mail and small carrier packages. May also assist the Materials and Distribution Warehouse as needed.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Operates College vehicles to provide mail courier service to West Campus, Downtown Campus, East Campus, Northwest Campus, District Offices, and Maintenance & Security locations.
2. Sorts, prepares, and processes college-wide USPS, special delivery, and inter-campus mail; inspects for and reports damages and document problems
3. Operates mail machines which include folding, inserting, postage application and proper coding of mail.
4. Transports USPS mail to 3<sup>rd</sup> party presort services vendor daily.
5. Delivers small quantities of materials, supplies, furniture, and equipment to multiple sites as needed, ensuring accountability for all items.
6. Supports bulk mailing projects from College-wide departments.
7. May serve as lead to staff, temporary, and/or student employees, to include assigning and monitoring work and providing direction.
8. Prepares and file daily reports.
9. Responds to complaints and answers general questions from various departments regarding areas of responsibility, to include investigating missing or incomplete mail or shipments.
10. Assists other team members when needed in warehouse operations.
11. Ensures accountable mail, hand-carries, and shipments are logged and traceable via software and/or paper methods.
12. Provides excellent customer service and maintains a courteous and professional demeanor at all times.
13. Operates in a safe manner at all times; adheres to all OSHA guidelines, ADOT laws and PCC and department policies and procedures

## Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Skill in effective communication (both written and oral)
3. Skill in positive, productive, and flexible customer service
4. Ability to apply effective and accurate data entry and typing skills
5. Ability to operate relevant equipment required to complete assigned responsibilities for the position

## Supervision:

- Not responsible for supervising the work of others.

## Independence of Action:

- Work is routinely monitored by supervisor/manager; detailed instructions and procedures are generally provided.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED.
- Up to one (1) year of related experience may be required
- One (1) to Three (3) years of related experience preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a non-traditional work environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a non-traditional work setting; to remain in a stationary position for prolonged periods of time; to frequently position self to perform duties; to move, transport, and/or position moderate to heavy (over 100 pounds) amounts of weight; exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects; to operate various equipment required to perform job; may be required to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Pre-employment background check
- Work physical with lift test required
- Current and valid AZ Driver's License with clean driving record