CLASS SPECIFICATION
Mail Services Worker

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, collects, sorts, meters and distributes all District interdepartmental and U.S. mail; using automated equipment, stuffs, sorts, meters and mails bulk mailings; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Mail Services Worker is the entry-level class in the mail services series. Under general supervision, incumbents learn and perform the full range of assigned mail collection and distribution duties. Incumbents are also responsible for providing guidance and work process training to student assistants as necessary.

Mail Services Worker is distinguished from other administrative support classes in that incumbents in the former class specialize in performing mail services duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Receives, sorts, records, labels, weighs and meters all outgoing U.S. mail and parcels; schedules and picks up mail and parcels; operates mail and mail inserter equipment to fold, stuff, sort, meter and prepare high-volume mailings for mail collection; updates mail delivery databases and lists; follows and ensures consistent adherence with security procedures in the mail center.

2. Receives, sorts and records incoming U.S. mail by District department and location; sorts and distributes interdepartmental and U.S. mail to mail boxes for departments and sites; provides information on mailing procedures and serves customers at the mail center.

3. Assists in preparing and maintaining records and reports regarding postal costs, key issuance and other mail services information; monitors postage expenditures and transfers funds as needed to cover postage costs.

4. Troubleshoots and performs minor maintenance and repair of mail services equipment; works with maintenance and supply vendors to ensure proper operation and uptime of equipment and levels and quality of required supplies; signs repair invoices as needed.

5. Performs a variety of clerical and administrative support duties in support of mail services operations; answers, screens and routes telephone calls and takes messages; greets and directs visitors to
appropriate department; sends and receives faxes and correspondence; provides information to staff, students and the public on District mail services operations and policies.

OTHER DUTIES
1. Provides backup as required for other staff; provides training and work direction to lower-level staff and student assistants as needed.

QUALIFICATIONS

Knowledge of:
1. U.S. Postal Service postage rates and requirements for sorting and mailing letters, parcels and other materials.
2. Operations and maintenance of mail equipment. Including meters, folder/inserter machine and pressure sealers.
3. Standard business software and mail code/delivery databases and tracking systems.
4. Modern office practices, procedures and equipment.
5. Safety practices and procedures.
6. Location of all LBCC departments and work locations.
7. Inter-college mail codes.

Ability to:
1. Sort mail quickly and accurately, based on names, departments, District locations, other entities and U.S. mail requirements.
2. Operate and perform minor maintenance on mail equipment, including folders, inserters, stuffers and postage meters.
3. Operate a computer and use business software applicable to assigned duties.
4. Understand and carry out written and oral instructions.
5. Organize work, set priorities and carry out assigned responsibilities independently.
6. Prepare clear, concise and accurate logs, records and reports.
7. Communicate clearly and effectively, both orally and in writing.
8. Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D equivalent; and one year of increasingly responsible mail room experience involving
sorting and preparation of materials for mailing; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, employees are regularly required to stand and walk; bend, twist, reach and kneel; talk or hear; distinguish equipment signal warnings and sounds; use hands to operate, finger, handle or feel mail and other standard office equipment; and reach with hands and arms. Employees are frequently required to lift or push/pull objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, use of both eyes and the ability to adjust focus.

**Mental Demands**
While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data and instruments; analyze and solve problems; make arithmetic calculations; perform repetitive and highly detailed work accurately and attentively; work with frequent interruptions; and interact with District management, staff, students, the public and others encountered in the course of work.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical mail room conditions, and the noise level is moderately quiet.