**San Jose · Evergreen Community College District
Classified Job Description**

Position: Mail Services Technician   **Department:** Reprographics

Location: District-wide   **Date:** 8/28/2017

POSITION PURPOSE

Under the direction of the Help Desk & Reprographics Supervisor or assigned administrator, coordinate the operations and activities of the District's mail processing facility; interpret, explain and apply United States Postal Service (U.S.P.S.) mailing requirements, regulations, policies and procedures and assure District compliance with U.S.P.S. regulations.

KEY DUTIES AND RESPONSIBILITIES:

1. Coordinate the operations and activities of the District's mail processing facility.

2. Interpret, explain and apply U.S.P.S. mailing requirements, regulations, policies and procedures; assure District compliance with U.S.P.S. regulations; serve as technical resource to assess needs and answer inquiries regarding mailing issues and District policies.

3. Accept postal deliveries including special delivery, insured mail, registered mail, special handling including flats, parcels, books and films; sort and distribute postal deliveries and interoffice mail in a timely manner; sort, log and store parcels received from various couriers; notify recipients; maintain security for items received.

4. Determine appropriate methods of mailing and distributing materials.

5. Prepare certified, registered, insured mail, and customs declarations for foreign mail.

6. Weigh, meter and determine appropriate postage for outgoing mail.

7. Prepare daily student telephone registration statements.

8. Communicate with District and College administration and staff to plan, schedule and coordinate high volume, time sensitive and confidential mailings such as registration packets, student grades, registration appointment letters, student schedules, and financial aid materials.

9. Operate equipment necessary to prepare materials for mailing including folding, inserting, labeling and metering equipment; operate digital and electronic mail processing and addressing equipment using appropriate database management techniques; operate a computer and assigned software; operate a forklift to perform warehouse activities.

10. Maintain accounts for charge back purposes; authorize charges to postal accounts.

11. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. U.S.P.S. regulations, policies, procedures and guidelines.
2. Mail room procedures and policies.
3. Operation of mail processing equipment including digital addressing and sorting equipment.
4. Operation of a computer, applicable software and data entry techniques.
5. Operation and safe use of forklifts.

6. Electronic database management, mail merge and variable data mail preparation.
7. Interpersonal skills including tact, patience and courtesy.
8. Oral and written communication skills.
9. Record-keeping techniques.

Skills and Ability to:

1. Coordinate the activities of the District's mail processing facility.
2. Process and distribute high volumes of mail quickly, efficiently and accurately.
3. Interpret, explain and apply U.S.P.S. policies, procedures and regulations regarding mail processing and distribution.
4. Operate mail processing equipment including digital addressing systems.
5. Math mathematical calculations with speed and accuracy.
6. Operate a computer database and spreadsheets to maintain accurate records.
7. Maintain confidentiality of sensitive information.
8. Perform multiple tasks meeting established schedules and timelines.
9. Determine appropriate action within clearly defined guidelines.
10. Communicate effectively both orally and in writing.
11. Establish and maintain cooperative and effective working relationships with others.
12. Operate a personal computer utilizing electronic mail, word processing, spreadsheet and database management applications software.
13. Understand management of print data streams.
14. Work independently with little direction.

Experience and Education:

1. Graduation from high school supplemented by specialized training courses in mail processing, preparation and U. S. Postal Service regulations.

2. Three years of increasingly responsible experience in a comprehensive mail processing facility including operation of a variety of mail processing equipment.

3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic back of groups historically underrepresented, and groups who may have experienced discrimination.

4. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy or demonstrated equivalent transferable skills to do so

Licenses and Certificates:

1. Possession of a valid California driver's license.

WORKING CONDITIONS

Environment:

1. Warehouse environment.
2. Driving a vehicle to conduct work.
3. Constant interruptions.
4. Dust, noise and fumes from equipment operation.

Physical Demands:

1. Dexterity of hands and fingers to operate a computer keyboard.
2. Climbing ladders.

3. Sitting or standing for extended periods of time.
4. Bending at the waist, kneeling or crouching.
5. Lifting, carrying, pushing or pulling heavy objects.
6. Hearing and speaking to exchange information.
7. Seeing to read a variety of materials.
8. Reaching overhead, above the shoulders and horizontally.
9. Heavy physical labor.

Hazards:

1. Working around and with machinery having moving parts.
2. Working on ladders at heights.

Board Approved: retyped from files 9/18/08, Board directed diversity language included
Salary Range: 70
EEO Category: 2B3 – Technical/Paraprofessional