

Classification description



Title: Mailroom Coordinator
Job Code: 0049
Pay Range: 05
FLSA Status: Non-exempt

Employee Group: AFSCME 3580
Established: April 4, 2019
Revised:
EEO Category: Administrative Support

DESCRIPTION

Process mail and packages at Metro Regional Center (MRC). Distribute mail and packages to Metro locations outside of MRC, stock MRC copiers with supplies, process used office supplies at MRC and maintain equipment and supplies related to these duties. Retrieve, sort and deliver mail by vehicle to multiple Metro locations and the USPS. Meter (stamp) outgoing mail and prepare mail and packages for processing/shipping by external service providers.

DISTINGUISHING FEATURES

This is a single classification and not part of a series.

DUTIES AND RESPONSIBILITIES

1. Collects, sorts, and routes interdepartmental and external, outgoing mail and packages among multiple Metro locations, utilizes fleet vehicle between sites to collect and distribute mail among Metro locations.
2. Retrieves mail from United States Post Office, meters and prepares outgoing mail according to established USPS requirements and postage classes.
3. Prepares outgoing parcels and packages for shipping, chooses the most appropriate vendor and services according to sender's needs. Performs shipping and receiving duties for mailroom; identifies package recipients and routes packages as needed; transfers package billing information to Finance staff. Advises agency employees on mailing/shipping projects and ensures efficient mailing/shipping, including service options, preparation, regulations and other topics.
4. Collects and processes used office supplies for distribution via the Office Supply Collection and Reuse (OSCAR) area.
5. Monitors copy paper and other supplies for Metro Regional Center and places supply orders as needed. Supplies MRC copy machines regularly with paper and toner.
6. Operates and performs routine maintenance on mail metering machine and scale. Requests professional service calls as needed and liaise with repair person. Oversees and performs routine maintenance on paper folder and paper squaring machine.
7. Delivers copier supplies and other materials as needed to Metro sites outside the MRC.
8. Serves as occasional back-up staff for other positions in the Campus Operations division such as reception, custodian and maintenance staff as assigned.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- One year of experience in office administration services work, as a mail clerk/courier or in a customer service role and
- High school education or equivalent and
- One year of experience in the operation of a motor vehicle or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Valid driver's license

Knowledge, Skills and Abilities

- Operate a desktop computer and use Microsoft Office products
- Meet deadlines
- Plan and prioritize tasks
- Communicate effectively, both orally and in writing
- Provide quality customer service
- Adapt and respond to evolving technology
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability

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- Work in a safe manner and follow safety policies, practices and procedures
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
 - Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Supervision received by the Campus Operations Supervisor

SUPERVISION EXERCISED

None. May provide guidance and coaching to new or less experienced employees regarding mailroom operations and mailing/shipping requirements and procedures.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office equipment is used. Motor vehicle, hand truck, push cart, mail metering machine and scale, box cutter, tape gun, hand tools for minor repair and maintenance.

WORK ENVIRONMENT

Work is generally performed in an office environment, with frequent interruptions and irregularities in the work schedule, and in a motor vehicle. Frequent driving, reaching, walking, standing, lifting, stooping, or carrying of equipment and materials is required. Incumbents are required to lift and carry up to 75 pounds and to push or pull up to 200 pounds using a hand truck.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.