Saint Michael's College
Job Description

Job Title: Mail Clerk

Department: Auxiliary Services

Supervisor or Manager: Manager of Printing and Mailing

Date Created: 4/27/05  Last Revised: 3/14/12  FLSA Status: NE

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Mail from on and off campus is distributed correctly, with assistance from others
• Inquiries to department are answered quickly, courteously and correctly
• All outgoing mail has postage applied and is sent out the same day
• Inventory for postal supplies and accounts are kept at optimal levels
• Departments are billed appropriately for postage

Essential Duties and Responsibilities:
• Sorts and distributes mail from on and off campus
• Ensures that outgoing mail has postage and is sent out the same day
• Maintains, executes and trains on inbound digital tracking system
• Maintains optimal levels on postal supplies and accounts
• Processes additions and removals to mailbox assignments
• Supervises, trains and assigns tasks to work study students
• Forwards or returns mail that is undeliverable to current mailboxes
• Calculates bills for each department and bills them monthly
• Maintains a positive and cooperative working relationship with members of the department and the campus community
• Assembles and applies postage to bulk mailings
• Compiles cash deposits and is responsible for daily management of cash drawer
• Calls express companies for pick-up
• Responds to requests from parents

Secondary Responsibilities:
• Schedules maintenance on mail machine
• Registers mail box information in Datatel
• Distributes keys to students
• Purchases postal supplies at USPS and keeps inventory
• Signs for express packages
• Assigns meter codes for all departmental postage accounts
• Requests maintenance for mailboxes and mail keys

Positions Supervised:
• Work study students (approximately 20)

Major Contacts:
• Manager of Printing and Mailing
• Print Services Coordinator/Press Operator
• Graphic Designer
• All members of the SMC community: faculty, staff and students
Job Title: Mail Clerk

- Express drivers from USPS, DHL, Airborne Express, FedEx, and FedEx Ground
- US Postal service employees

Demonstrates Excellence:
- Facilitates great professional relationships with supervisors, co-workers, outside services, faculty/staff, and students
- Demonstrates a high level of knowledge and understanding of the postal system and its rates
- Has the ability to do a variety of tasks at one time
- Keeps a very well-organized inventory of the students, faculty and staff mailboxes
- Trains work study students effectively to have an understanding of the mailroom so that they provide excellent customer service
- Keeps inventory and accounts at an optimal level and an extremely organized work environment
- Provides excellent customer service and ensures that all mail goes to the correct destination

Education and Work Experience:
- High school diploma plus some post-secondary education, work experience, or specialized training
- Previous postal experience highly desirable
- Prior management experience is helpful

Analytic Skills:
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

Language and Literacy Skills:
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

Computer/Technology Skills:

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<th>Level of Proficiency</th>
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<tbody>
<tr>
<td>Microsoft Word</td>
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<td>Microsoft Excel</td>
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<td>Microsoft Publisher</td>
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<td>Microsoft Outlook</td>
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<td>Adobe Photoshop</td>
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<td>Adobe Acrobat</td>
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<td>Datatel</td>
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<tr>
<td>Internet Research</td>
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License, Certifications and Other Requirements:
- None required

Physical Demands:
Work is often performed in a typical non-office environment requiring:
- Standing and/or walking for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Basic agility for lifting and maneuvering large amounts of weight
- Communication skills using the written and/or spoken word
- Vision sufficient to see objects within normal parameters, peripherally and at a distance
- A great deal of physical effort, often required to balance, stoop, kneel, crouch or crawl
- Some degree of exposure to physical risk
While performing the duties of Mail Clerk, the employee is occasionally required to lift and/or move 51–100 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**
- None required

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.