

## **LEAD MAIL ROOM OPERATOR**

### **DEFINITION**

Under general supervision, leads, trains, oversees, and participates in the processing of incoming and outgoing mail for the District; sorts, tracks, and delivers letters and packages; operates mailing machines, scales, and other equipment used in mail processing and distribution.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director, Purchasing, Printing, and Mail Services. Exercises technical and functional direction over and provides training to assigned staff.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level class in the Mail Operator class series responsible for performing the most complex work in processing incoming and outgoing U.S. and inter-office mail for the District. Responsibilities require a high level of tact, discretion, and independent judgment as well as a thorough knowledge of departmental and District activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the staff.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Provides lead direction, training, work review, and scheduling to assigned mail processing staff; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
2. Trains staff in the proper use of equipment and systems; maintains equipment and systems in good working condition.
3. Receives, sorts, and delivers U.S. and inter-office mail; signs for insured, registered, and certified mail; picks up mail from post office operating a District vehicle.
4. Weighs outgoing mail and determines the appropriate postage rate; stamps postage for outgoing first, third, fourth, and all types of special class mail according to established guidelines and regulations; wraps and labels packages as needed; performs weight and rate computations as needed.
5. Prepares and processes appropriate forms and paperwork for insured, express, registered, and certified mail as required by postal regulations.
6. Maintains current knowledge of postal rates, rules, regulations, and technological advances in mail processing equipment.
7. Prepares and maintains a variety of records related to the postage used by District departments; provides information and assistance to departments and staff regarding the procedures and preparation for processing outgoing mail.
8. Performs clerical and office work such as typing, filing, proofreading, and assembling and distributing materials.
9. Operates and performs preventative maintenance on a variety of mailing machines, scales, and meters; operates standard office equipment, including job-related

computer hardware and software applications, copiers, postage meters, and facsimile machines.

10. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
11. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
12. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
13. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
14. Prepares and delivers oral presentations related to assigned areas as required.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Guidelines, procedures, and regulations of shipping, receiving, delivering, and distributing mail.
4. Use and operation of postal scale, postage meter, and adding machine for daily balancing of postage.
5. Modern office administrative support practices and procedures, including the use of standard office equipment.
6. Computer applications related to mail delivery operations.
7. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Basic principles and practices of record keeping.
9. Alphabetical and numerical filing methods.
10. Safe work methods and safety practices pertaining to the work.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.

3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of mail processing personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Accurately and efficiently process ingoing and outgoing mail.
9. Work quickly and efficiently in order to process calls as well as incoming and outgoing mail.
10. Respond to and effectively prioritize multiple phone calls and other requests for service.
11. Alphabetize and compare names and numbers quickly and accurately.
12. Perform basic mathematical calculations.
13. Maintain clear and accurate records.
14. Organize own work, set priorities, and meet critical time deadlines.
15. Operate modern office equipment including computer equipment and software programs.
16. Use English effectively to communicate in person, over the telephone, and in writing.
17. Understand scope of authority in making independent decisions.
18. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

1. Equivalent to the completion of the twelfth (12<sup>th</sup>) grade; and
2. Three (3) years of mail processing experience.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

### **Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; stamina to operate a motor vehicle, visit various District and other sites, and walk on uneven terrain to access a variety of District and mail-drop locations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification requires frequent standing in and walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to handle pieces of mail and operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull objects to deliver mail and to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds or heavier weights with the use of the proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Incumbents primarily work in the field and are exposed to moving objects, other vehicles, cold and hot temperatures, inclement weather conditions, and road hazards. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

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