CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Mail Services Technician**	**UNION:1937**
		SG:104
CLASS TITLE:	**Mail Services Technician**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Finance**	**EEO4|SOC:AS|43-9051**

JOB SUMMARY:

Provides mail services for the City and centralized distribution of incoming and outbound mail and freight. Performs tasks associated with mail distribution such as shipping, receiving, filing, copying, logging, posting, and responding to customer inquiries. Provides clerical support to the Records Center such as delivering records, responding to records requests and general questions, filing, updating, cataloging, logging, copying, and sorting City records. Works with City employees in various departments as well as vendors and the general public. Provides support to the Finance Department as assigned.

SUPERVISORY RELATIONSHIP:

This position reports to the Deputy City Clerk. Receives regular work assignments from the Records Management Coordinator and may receive assignments from other supervisors within the Finance department. Work is performed under general direction and in accordance with applicable Federal, State, City, and department policies, procedures, and regulations. Maintains working relationships with other City staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Receives and sorts incoming mail for internal and external distribution, meeting published deadlines such as legal mailings. Completes duties associated with mail distribution including preparing postage statements, shipping manifests, standard and first-class mailings, meters mail, sorting and bundling mail.

2. Delivers outbound mail to post office. Selects shipping methods to ensure economy and to meet specified delivery deadlines. Delivers incoming mail to all City locations and collects outbound mail for processing.

3. Maintains records for shipping accounts, performs simple database research, checks for accuracy and cost savings. Produces routine reports for the Deputy City Clerk or designated supervisor to review and verify accurate financial reporting such as mail meter allocations. Resolves discrepancies in accounts with appropriate personnel either by phone or in person. Requests postage deposits from supervisors as needed.

4. Maintains inventory of shipping and mailing supplies. Orders supplies and monitors equipment for service as needed.

5. Assists Records Management Coordinator with department deliveries, physical organization of records, and records program services.

6. Assists in performing clerical tasks in support of the Records Center such as responding to records requests and general questions. Completes filing, updating, cataloging, logging, copying, and sorting of City records.

ADDITIONAL WORK PERFORMED:

1. May fill in for other Finance Department clerical personnel.
2. May perform receptionist duties.
3. Performs Finance department filing and sorting as needed.
4. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Internal and external distribution of mail as dictated by the United States Postal Service.
- Microsoft Office products including Word, Excel, and demonstrated data entry skills.
- Practices and policies of City business operations.
- Basic math including the ability to add, subtract, multiply and divide accurately.

Skill in:
- Demonstrated organizational, problem solving, decision-making, and time management skills.
- Demonstrated customer services skills to explain policies and procedures to the general public and staff using courtesy, tact, and good judgment.

Ability to:
- Drive motor delivery vehicle.
- Maintain and protect confidential records and discussions.
- Plan and organize effectively and carry out assigned duties independently and as a member of a team.
- Work with accuracy and attention to detail in an environment of multi-tasking and frequent interruptions.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Frequently sit, stand, bend, twist, and reach for extended periods of time;
  - Frequently transport items weighing up to 50 lbs;
  - Frequently operate mechanical mailroom equipment of varying lengths and widths;
  - Frequently move between work sites;
  - Frequently traverse over uneven terrain;
  - Occasionally remain stationary for long periods of time;
  - Operate a motor vehicle.

WORKING ENVIRONMENT:

Work is performed primarily in an office environment, at a computer terminal, and various office locations transporting mail for the City. Will drive City vehicles to pick up and deliver items from City departments. Frequently interacts with the public, in person, and by telephone. Possibility of exposure to hostile and offensive language from interactions with the public. May also work in a climate-

controlled warehouse environment, with possible dusty conditions. Moderate exposure to outdoor weather conditions. This position requires sedentary to moderate physical exertion.

EXPERIENCE AND TRAINING REQUIREMENT:

- One (1) year of experience in shipping, receiving, inventory control, or record-keeping required.
- Knowledge and efficient use of standard computer software such as Microsoft Excel required.
- Experience using computerized inventory systems preferred.
- One (1) year working in mail operations preferred.
- Experience providing clerical support in an office setting preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check, and fingerprinting. Subject to re-check every five years.
- Complete and maintain the Criminal Justice Information Services (CJIS) Security Awareness Certification within three months of hire.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.

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