

MAIL CENTER SUPERVISOR III

DESCRIPTION OF WORK

This is supervisory work in the operation of the large field contract station at Appalachian State University.

Employees manage a large contract operation in which all services of a US Post Office are provided as well as the distribution and handling of all types of US mail and inter-departmental correspondence. Work includes the responsibility for selecting, training, and assigning employees for prompt, efficient customer service and mail distribution. Employees represent the contract station in determining policies and procedures concerning its operation. Work is guided by established procedures of the US postal system and assignments are received from an administrative supervisor who reviews work for conformance to postal laws and standards and by efficiency of postal service. In addition to work being subject to administrative review, work is also subject to review and audit from US Post Office officials.

EXAMPLES OF DUTIES PERFORMED

Establishes mail routes and time schedules for pick-up and delivery.

Establishes time schedule and procedures for window service.

Assigns personnel and determines workload.

Maintains records of leave, absences, and overtime.

Trains employees in the proper handling and distribution of all types of mail as well as the procedures involved in the operation of a postal window.

Maintains a current directory of addresses for students and staff including forwarding addresses.

Maintains equipment and vehicles assigned to mail center.

Interviews applicants and makes recommendations on hiring, discharges, raises, and promotions.

Maintains records on various postal accounts (e.g. bulk mail, catalogue, postage due, etc.) and submits reports to administrative superior and to US Post Office Officials.

Ensures the prompt customer service is provided as well as proper handling and security of large amounts of money.

Maintains adequate supply levels of stamps, postal forms, money orders, etc.

Compiles and edits various internal and federal reports concerning the postal operations.

Meets with representatives from the US Post Office and departments or agencies served to establish schedules and procedures for the services provided.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Considerable knowledge of the various types of mail and the proper handling of each.

Considerable knowledge of the US postal system and its operation.

Ability to schedule work loads, establish a routing system and efficient schedule, and supervise employees.

Ability to train employees in all phases of mail processing including federal contract window operations.

Ability to maintain records and write reports.

Ability to deal effectively with the public served.

Minimum Education and Experience

Graduation from high school and three years of experience in a mail center including one year of supervisory experience in a mail center; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.