
Auburn University Job Description

Job Title: **Mgr, Mail Services**

Job Family: No Family

Job Code: **EA22**

Grade 33: \$39,300 - \$65,500

FLSA status: Exempt

Job Summary

Manages all Mail Services operations to include timely and accurate handling, distribution, and processing of mail and keeping faculty and staff informed regarding change in mailing rates, requirements, and regulations.

Essential Functions

1. Operates varieties of mail service equipment software for mail delivery to internal clients.
2. Processes incoming and outgoing university mail using various shipping and mailing equipment software.
3. Balances daily workload while supporting and achieving financial goals ensuring all client SLA (Service Level Agreements) are adhered to and all requirements are met.
4. Prepares monthly chargeback class profiles on mail management system.
5. Ensures all mailing equipment is maintained and operates properly.
6. Prepares packages, certified letters and packages, and other specialty mail.
7. Serves as a mail liaison with campus community and external contacts by responding to questions and comments by phone, in person, or via e-mail; communicates changes in mailing rates, requirements and regulations in a timely manner.
8. Prepares and monitors budget for department director.
9. Supervises and trains employees to ensure current mail services, laws, policies, procedures, and guidelines are known and observed. Prepares annual employee evaluations providing feedback and recognition as appropriate.

Supervisory Responsibility

Supervises others with full supervisory responsibility.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Some college; vocational or Associates Degree	Degree in Business, Logistics Management, or related field.
Experience (yrs.)	3	Experience in coordinating and/or managing mailroom operations and services

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of United States Postal rules and regulations.

Certification or Licensure Requirements

Valid Driver's License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing,

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting more than 100 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 9/20/2016
