



# **City of Phoenix MAIL SERVICE SUPERVISOR**

**JOB CODE 00190**

Effective Date: 08/00

## **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to supervise and participate in the collection and delivery of the City's inter-departmental mail and the U.S. mail necessary to the daily operations of the City departments. Incumbents of this class will also perform mail service worker duties during heavy workloads or staff shortages. The Mail Service Supervisor is under the general supervision of a Deputy City Clerk.

## **ESSENTIAL FUNCTIONS:**

- Supervises Mail Services Section staff involved in the collection, sorting, metering and delivery of mail and related parcel items.
- Establishes delivery and pick-up schedules.
- Ensures conformance to established performance, operating, and safety standards.
- Advises citywide users, individually and in a classroom setting, of mail services available and makes recommendations regarding optimal use.
- Performs preventive maintenance on equipment and makes simple repairs during staff shortages.
- Resolves complex job-related problems of staff.
- Deposits money with the United States Post Office for postage.
- Attends monthly meetings with United States Postal representatives to keep abreast of postal laws and regulations.
- Prepares written reports of current and projected mail center activity and related information.
- Operates and instructs staff in the use of mail equipment including high-tech inserter, computerized postage meter with scale and bar code reader, and an automatic bundling and inserting machine.
- Receives and delivers mail to/from United States Post Office during staff shortages.
- Prepares boxed or bundled materials for distribution or mailing during staff shortages.
- Picks up, processes and delivers mail to/from citywide users during staff shortages.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

## **Required Knowledge, Skills and Abilities:**

Knowledge of:



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- Postal laws, rates and regulations as applied to letters, printed material, packages, registered and certified mail.
- Principles and practices of personnel management and supervision.
- Phoenix addresses and street locations.
- Mail room practices and procedures.
- Mailing equipment use and maintenance.

### **Ability to:**

- Provide mail services respecting the sensitive nature of items, such as bonds, registered mail, etc.
- Sort, separate, arrange, file, or distribute incoming mail in a prescribed manner;
- Bend or stoop repeatedly or continually over time in processing bundles of materials for distribution or mailing.
- Move objects weighing less than 50 pounds distances up to 30 feet.
- Communicate in the English language with individuals in a face-to-face one-to-one setting or by telephone.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand-eye movements.
- Work in a variety of weather conditions with exposure to the elements.
- Work independently within established procedures and policies.
- Work cooperatively with other City employees and the public.
- Comprehend and make inferences for material written in the English language.
- Observe, compare, or monitor data to determine compliance with prescribed operating standards.
- Analyze, design, and implement improvements.

### **Additional Requirements:**

- Some positions will be required to perform other essential and marginal functions depending upon work location, assignment, or shift.
- This classification requires the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Three years of experience in mail room operations, including one year of supervisory experience. Other combinations of education and experience that meet the minimum requirements may be substituted.