AUBURN
Human Resources

Mgr, Mail Services

Job Description

JOB INFORMATION

Job Code	EA22
Job Description Title	Mgr, Mail Services
Pay Grade	FM16
Range Minimum	$60,590
33rd %	$74,730
Range Midpoint	$81,800
67th %	$88,870
Range Maximum	$103,000
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	4/5/2023

JOB FAMILY AND FUNCTION

Job Family:	Facilities, Maintenance, & Operations
Job Function:	Mail Services

JOB SUMMARY

Reporting to the Assistant Director, Campus Services, this position manages and supervises the day-to-day operations of mailroom facilities and staff. Ensures all deadlines for mailings are met. Accurately and efficiently processes all incoming and outgoing mail/packages. Hires, trains, and directs the full-time and temporary staff. Ensures the department meets established service standards and departmental goals. Effectively communicates with management, business partners, and campus stakeholders on a regular basis about mail processes and procedures including changes in mailing rate, changes in business hours, and any other pertinent information regarding mail service.

RESPONSIBILITIES

- Manages all aspects of Mail Operations. Operates a variety of mail service equipment and software for mail delivery to internal clients; oversees the processing of incoming and outgoing university and student mail using various shipping and mailing equipment software; designs all university mail delivery routes to ensure timely and efficient delivery of USPS mail to university faculty and staff; ensures all mailing equipment is maintained and operates properly; oversees preparation of packages, certified letters, and other specialty mail; manages operational and staffing plans to meet the extreme seasonal fluctuations in the volume of incoming student packages.
- Responsible for Employee Management. Supervises and trains employees to ensure current mail services, laws, policies, procedures, and guidelines are known and observed; manages assigned staff and leads recruitment of positions including reviewing resumes, participating in interviews, and conducting performance evaluations; assists in resolving employee relations issues; develops and trains staff on operations.
- Serves as a mail liaison with the 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. Works closely with University Housing to ensure effective and efficient delivery of all on-campus housing residents' mail and packages maintained in 7 different student mail rooms across campus.
- Prepares monthly chargeback class profiles on the mail management system. Responsible for the management, billing, and administration of third-party vendor contracts associated with the university's mailing system. Evaluates and ensures compliance with contracts throughout the year.
- Manages operational and staffing plans to meet the extreme seasonal fluctuations in the volume of incoming student packages.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline	and	4 years of	experience in coordinating and/or managing mailroom operations and services.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of United States Postal rules and regulations.	And
Knowledge and understanding of the legal requirements involved in specific contracts.	And
Excellent attention to detail and ability to review work for accuracy.	And
Ability to identify problems as they occur; follow rules, guidelines, and procedures to resolve problem and make decisions.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State	Any State	Upon Hire	Required	And
	Mail piece Design Professional (MDP) United States Postal Service	Upon Hire	Required	And
	Certified Mail and Distribution Systems Manager (CMDSM) Mail Systems Management Association	Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Walking			X			
Sitting				X		
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking				X		
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.