

---

## Auburn University Job Description

Job Title: **Mgr, Mail Services**

Job Family: No Family

Job Code: **EA22**

Grade FM16 \$54,100-\$92,000

FLSA status: Exempt

---

### 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.

### Essential Functions

1. 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.
2. 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.
3. 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.
4. 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.
5. Manages operational and staffing plans to meet the extreme seasonal fluctuations in the volume of incoming student packages.

### Supervisory Responsibility

Supervises others with full supervisory responsibility.

---

---

## **Auburn University Job Description**

*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.*



---

## Auburn University Job Description

---

### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Bachelor's Degree-No specific discipline
<b>Experience (yrs.)</b>	4	Experience in coordinating and/or managing mailroom operations and services

#### Substitutions 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.

#### Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

#### Minimum Required Knowledge

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

#### Certification or Licensure Requirements

Valid Driver's License  
Mail piece Design Professional (MDP) United States Postal Service  
Certified Mail and Distribution Systems Manager (CMDSM) Mail Systems Management Association

---

### 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: 4/5/2023

---