
Auburn University Job Description

Job Title: **University Mail Tech II**

Job Family: No Family

Job Code: **NA09**

Grade FM06 \$28,300 - \$38,200

FLSA status: Non-exempt

Job Summary

Under minimal supervision, responsible for providing timely and accurate Campus-wide mail services by accepting, sorting, processing, and delivering mail to service the University's students, employees, offices, and campus community.

Essential Functions

1. Processes incoming and outgoing University mail by sorting various types of mail as well as operating postage meter and other mail processing equipment.
2. Picks up and delivers mail on University campus by utilizing knowledge of multiple routes and filling mail delivery gaps. Drives vehicles on delivery routes as needed.
3. Assists students, faculty, and/or staff with complex mail related issues such as assigning mailboxes, keys, and cards; collecting and providing information; selling supplies; facilitating student package pickup; and resolving complicated questions and mail-related issues.
4. Leads, mentors, and trains University Mail Tech I's, student workers, and TES employees.
5. Records billing information to ensure proper allocation of mail charges to departments.
6. Completes administrative duties such as maintaining records and forms, auditing cash and stamps, labeling mail boxes, and completing documentation of activities.
7. Picks up and delivers mail to the U.S. Postal Service.
8. May perform other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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	High School	High School Diploma or equivalent
Experience (yrs.)	3	Experience in customer service, logistics, and/or delivery route experience. Must have at least 2 years at the preceding level or equivalent experience.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Mastery of metering, the billing system, package tracking system, and at least 3 delivery routes

Sound understanding of logistics and routing.

Thorough knowledge of best customer service practices.

Working knowledge of federal, state, and university rules and regulations regarding the processing, metering, and delivery of mail.

Ability to work under limited supervision; Ability to utilize a computer; Ability to use Excel.

Certification or Licensure Requirements

Valid driver's license.

Physical Requirements/ADA

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more elements such as heat, cold, noise, dust, dirt, chemicals, etc., with one often to the point of being objectionable. Injuries may require professional treatment.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, reaching, talking, hearing, handling objects with hands, and lifting up to 50 pounds.

Job occasionally requires sitting, climbing or balancing, stooping/kneeling/crouching/crawling, .

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

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Date: 2/6/2019

