

The University of Akron
Classification Specification

Job Title:	Mgr Mailing Services	Job Code:	45413
Job Function:	Staff	Grade:	119
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	5000 Facilities Management Division	Date:	1/1/04;7/1/99

Job Summary:

Manage all activities associated with the Department of Mailing Services that include processing mail, preparing paperwork, resolving problems, and enforcing US Postal regulations.

Essential Functions:

25% Manage the training and evaluation of mailroom employees while resolving any problems that arise. Enforce University and departmental policies and procedures to promote professional improvement.

25% Perform the duties and responsibilities of a University mail carrier by sorting mail and delivering mail quickly and efficiently.

25% Prepare special mailings including First Class mail, Certified mail, Registered mail, and Express mail.

10% Provide solutions to complaints and questions that emerge from customers regarding mail services.

10% Maintain accounts such as the Permit 222 and the Business Reply accounts at the US Post Office. Compile records and prepare paperwork for the department to develop accurate monthly reports.

5% Maintain knowledge of US Postal regulations through personal research and provide relevant information to the department.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

Valid State Driver's License.

Experience:

Requires a minimum of 4 years experience in sorting and delivering mail, operating a mail meter machine, and working with US Post Office regulations. Supervisory experience required. Strong communication and customer service and problem solving skills along with a familiarity of campus locations required.

Leadership:

Direct supervision and evaluation of work as a first-line supervisor over non-exempt staff including hiring, terminating, disciplining; or functional guidance and/or project leadership over exempt staff engaged in activities of a recurring basis.

Physical Requirements:

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

Working Conditions:

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.