

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: POSTAL SERVICES ASSISTANT

BASIC FUNCTION:

Under the supervision of the Supervisor – Warehousing Services, receives, sorts, batches, processes and distributes incoming and outgoing mail; performs duties while following postal regulations and federal standards; maintains a variety of records, including records related to mail from both U.S. and inter-office processes such as certified, express and special delivery mail.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs duties in receiving, sorting, batching, processing and distributing incoming and outgoing mail; performs duties while following postal regulations and federal standards.

Processes mail and packages, runs items through the postage machine; determines class, type and related cost; recommends cost effective methods for processing mail.

Maintains various records, including those relating to mail from both U.S. and inter-office processes such as certified, express and special delivery mail.

Sorts incoming mail from various sources to the appropriate slots, bins and sacks; loads the mail cart and delivers mail to assigned buildings, distributes and delivers mail and packages to the internal department inboxes and retrieves outgoing mail.

Performs customer service duties and responds to questions on different services; advises on rates and regulations, helps with packaging, signs for incoming parcels and obtains signatures when required.

Assists with turning in deposits and handling cash.

Orders supplies as needed including mailing supplies, envelopes, priority boxes and U.S. postal forms; updates the assigned postage machine and downloads new rates as needed.

Operates assigned office equipment, including a computer and postage machine.

Assists the warehouse with receiving, distribution, e-waste processing, surplus processing and other warehouse duties.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

U.S. postal regulations and federal standards.
Operations, procedures, policies, and protocols of the assigned work unit or program.
Proper electronic file management organization and techniques.
Oral and written communication skills.
Interpersonal skills including tact, patience and courtesy.
Operation of mailroom equipment and standard office equipment including a computer and assigned software.
Modern office practices and procedures.
Basic mathematics.

ABILITY TO:

Learn, understand and apply postal and mail services and postal regulations.
Alphabetize and compare notes and numbers rapidly and accurately.
Compile and maintain accurate and complete records using assigned computer applications software.
Organize and distribute mail in a timely manner.
Understand and follow oral and written directions.
Use QCC, Laserfiche, Package Tracking System Applications, and Microsoft Applications to perform assigned duties.
Performs routine clerical duties assigned to the position.
Maintain accurate records and filing systems.
Operate modern computer equipment, utilize a computer to input data, maintain automated records and generate computerized reports.
Work effectively and cooperatively with others.
Perform mathematical calculations with speed and accuracy.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school and two years of clerical, or office experience involving detailed and complex record-keeping responsibilities.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person or on the telephone.
Walking, sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.
Lifting, carrying, pushing or pulling heavy objects.

Approved by Personnel Commission: December 14, 2016
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Marisa Perry

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Director – HR/Classified Personnel Services