

**Department of Housing &
Residential Life
Mailroom Assistant**

◆ Position Description ◆

The Mailroom Assistant is responsible receiving and distributing mail and packages to hall residents or to the proper address

Responsibilities include but are not limited to the following:

1. Work hours in-between complex's including CGC, WCH, and MSC
2. Staff the Mailroom for an average of 12 hours per week; primarily on the weekends
3. Complete Package Logs and send out e-mail notifications to residents
4. Process outgoing mail and packages
5. Maintain proper records using the logs (Package, Return to sender, Forwarding, etc.)
6. Provide customer service to residents, guests, and mail personnel
7. Produce reports as necessary
8. Maintain cleanliness of mailroom, including recycling
9. Respect confidentiality of resident and staff information
10. Report low supplies to appropriate staff member
11. Report concerns to appropriate staff
12. Follow key procedures for assigned hall
13. Complete service requests for maintenance issues in Mailroom
14. Other duties as assigned

Requirements:

- A Texas State cumulative grade point average of 2.5 or higher
- Maintain a per semester grade point average of 2.25
- Maintain a minimum of twelve undergraduate or six graduate hours throughout the semester
- Familiar with Microsoft Office; excel, outlook, word, etc.
- Effective skills in written and verbal communication, administration, customer service, and peer training
- You can only have one on campus job

To Apply:

Follow the link provided on Jobs for Cats.