

Head Mail Clerk

Job Code 50022779

General Description

Responsible for supervising and assisting the mail center staff with bulk mailings, incoming mail, outgoing mail, UPS and metered mail.

Examples of Duties

Supervise and assist with bulk mailings.
Answer questions about products to customers.
Supervise and assist with sorting and putting up all incoming mail to the university.
Ensure package tracking is entered and processed correctly.
Coordinate carriers for delivery and pickup to the San Marcos USPS and mail routes across campus.
Maintain UPS ledger and enter UPS packages on line for daily pick up by UPS driver.
Maintain records of shipping records and charges.
Update SAP with weekly UPS billing.
Operate fax operations, answer phones, provide counter customer support.
Process outgoing meter mail and run meter machine in the absence of meter clerk.
Generate IDT reports and SAP for billing.
Answer customer questions and generate custom reports to support billing.
Coordinate the creation of customer barcodes.
Perform other duties as assigned.

Knowledge, Skills and Abilities

Skill in: completing ledgers and postal forms, customer service, supervising staff, sorting mail, coordinating routes, performing basic math.

Ability to: Sort mail, read manuals, communicate with customers, operate office machines, maintain accurate records.

Experience and Education

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills and abilities.

Other Requirements