**Mail Service Leader Standard Job Description**

**Classification Title:** Mail Service Leader

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 6

**Job Description Summary:**

The Mail Service Leader, under general supervision, supervises the collection, sorting, and delivery of incoming and outgoing mail. Supervises all mail routes, mail sorting, and meter room activities.

**Essential Duties and Tasks:**

**40% Mail Collection and Delivery Oversight**

* Supervises the collection, sorting, and delivery of incoming and outgoing mail.
* Supervises all mail routes, mail sorting, and meter room activities.
* Delivers and picks up customer mail from campus departments.
* Loads vehicles and records vehicle mileage.

**20% Mail Processing and Metering**

* Sorts and rates mail to be metered by department.
* Meters mail and weighs to determine cost.
* Charges proper accounts with metering costs.
* Balances charge sheets.

**10% Customer Service and Support**

* Assists customers at service window and provides instructions, pressure seals, and rubber bands as needed.
* Trains new hire personnel on meter room operations.
* Assists with meter room operations safety-related training.

**10% Record Keeping and Maintenance**

* Receives, sorts, and accounts for all insured, registered, and certified mail.
* Keeps records of all insured, certified, and registered mail.
* Identifies and forwards misdirected mail.
* Recharges and maintains meter machines.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school diploma or equivalent combination of education and experience.
* Three years of mail service experience including one year of supervisory experience in either caging, sorting, metering, or special mailing. One year of supervisory experience

**Required Licenses and Certifications:**

* None.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Computer: 20 hours.
* Telephone: 5 hours.

**Physical Requirements:**

* Ability to lift and move heavy objects.
* Ability to climb stairs and ladders.

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**