

# Abilene Christian University

## Job Description

**Position:** Mail Clerk

**Name:**

**The key principle of this job is to support the mission of Abilene Christian University in educating students for Christian service and leadership throughout the world.**

**Scope:** Responsible to the supervisors of mail distribution and mail processing for processing incoming, outgoing and campus mail.

**I. Basic Responsibilities:** These are the four to five major functions of the job.

- A. Process the incoming and campus mail.
- B. Process outgoing mail and shipments.
- C. Provide customer service.
- D. Markup the undeliverable mail.

**II. Essential Duties include the following.** Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. Process the incoming and campus mail:
  - 1. Accept, sort and box the incoming U.S. Mail and shipments via the other carriers according to Mail Services, the Postal Service and the other carriers guidelines, procedures, goals and deadlines.
  - 2. Accept, sort and box campus mail according to Mail Services' guidelines, procedures, goals and deadlines.
  - 3. Load, run and unload the delivery routes according to Mail Services' guidelines, procedures, goals and deadlines.
- B. Process outgoing mail and shipments.
  - 1. Process the outgoing mail through the Postal Service.
    - a. Accept, calculate and apply postage for domestic mail, international mail and the special mail services.
    - b. Sort and tray, tub or sack the mail for dispatch to the Postal Service.
    - c. Accept, process and dispatch the mail according to Mail Services and the Postal Service's guidelines, goals and deadlines.
    - d. Know the basic information from the Postal manuals, directives, lists, guides, etc. and how to find information in these items.
  - 2. Process the outgoing international air mail through Mailfast.
    - a. Accept and calculate the postage for international air mail.
    - b. Prepare the shipments of this mail and dispatch to Mailfast.
    - c. Accept, process and dispatch the mail according to Mail Services and Mailfast's guidelines, goals and deadlines.
    - d. Know the basic information from the Mailfast manuals, lists, etc. and how to find information in these items.

3. Process the outgoing shipments through Federal Express.
    - a. Accept and enter in the Powership2 shipping system the FedEx shipments.
    - b. Dispatch the shipments to FedEx.
    - c. Accept, process and dispatch the mail according to Mail Services and FedEx's guidelines, goals and deadlines.
    - d. Know the basic information from FedEx's manuals, lists, etc. and how to find information in these items.
  4. Process the outgoing shipments through United Parcel Service.
    - a. Accept and enter into the pickup record book the UPS shipments.
    - b. Dispatch the shipments to UPS.
    - c. Accept, process and dispatch the mail according to Mail Services and UPS' guidelines, goals and deadlines.
    - d. Know the basic information from UPS' manuals, lists, etc. and how to find information in these items.
  5. Seal envelopes for campus mail or pre-stamped outgoing mail.
  6. Maintain the mail processing area keeping it clean and organized.
- C. Provide customer service.
1. Give out oversized mail and mail requiring a signature according to Mail Services' procedures.
  2. Answer questions in person or over the telephone about Mail Services' products and services and the products and services of the Postal Service, Federal Express and United Parcel Service.
- D. Markup the undeliverable mail.
1. Process the undeliverable mail according to the Mail Markup Manual.
  2. Process the mail to be discarded.

**III. Qualifications:** the requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job.

- A. Professional:
1. High school diploma or equivalent.
  2. Previous mail processing experience preferred.
  3. Previous experience waiting on customers preferred.
- B. Personal:
1. Must be able to read, write, speak and comprehend spoken English.
  2. Must be able to calculate math equations.
  3. Must be able to calculate change due and count money.
  4. Must have well developed interpersonal skills.
  5. Must be able to work in a crowded area.
  6. Must be able to work with constant interruptions.
  7. Must be able to handle difficult situations.
  8. Must be able to use ten-key on an adding machine.
  9. Must be able to type on a computer keyboard.
  10. Must be able to use a postage machine, electronic scale and accounting system.
  11. Have organizational skills.
  12. Be able to plan work flows and schedule work.
  13. Have flexibility and discretion when dealing with customers and co-workers.

**IV. Professional Development Requirements:** These are the minimal skills needed to succeed at this job.

- A. Skills Required:
1. Administrative VAX computer system:
    - a. POM – Markup System.
  2. IBM compatible personal computer:
    - a. Windows 95 or Windows NT.
    - b. Kea! 420 for Windows.
    - c. Netscape Communicator.
    - d. Postal Explorer.
  3. FedEx Powership 2 shipping system.
  4. Customer service training.
  5. Telephone techniques.

- B. Training modules required:
1. VAX system.
  2. Windows 95 or Windows NT.
  3. Netscape Communicator.

**V. Physical Demands:** These are the physical demands that are regularly required to perform this job.

- A. Must be able to lift packages and sacks, trays and tubs of mail up to 40 pounds.
- B. Must be able to cope with an increased amount of dust in the air.
- C. Must bend, stoop and kneel frequently.
- D. Must be able to spend a large part of the day standing up and moving around.
- E. Must be able to work under pressure from deadlines or goals.
- F. Must be able to work in a stressful environment.

**I understand that our mission at Abilene Christian University is to educate students for Christian service and leadership throughout the world. Because of ACU's commitment to this principle and my commitment to God, people and learning, my actions will exemplify integrity, service, stewardship, involvement and excellence.**

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date \_\_\_\_\_