

SHIPPING AND MAILING ASSOCIATE TITLE SERIES DEFINITIONS

I. DEFINITIONS

SHIPPING AND MAILING ASSOCIATE

Positions allocated to this title are at the objective level. The duties performed generally are repetitive in nature and may require independent judgment. Positions may independently perform a variety of tasks and activities, or may assist higher level positions in performing work. Positions may perform tasks related to maintaining the inventory of documents or publications, but such activities are not performed for a majority of the time. Supervision may range from limited to general.

Positions allocated to this title perform any combination of the following duties and responsibilities:

Shipping/Delivery

- Receive, sort, prioritize and route incoming mail.
- Pickup and deliver mail and packages, including United States Postal Service, campus, and inter-departmental mail.
- Lift and handle large mail containers, trays and cartons.
- Sort, categorize, wrap, weigh, meter, route and process mail and packages for shipment or delivery outside the agency.
- Coordinate incoming/outgoing shipments with mail carriers (e.g., Federal Express, UPS, DHL).
- Develop and establish mail delivery schedules.

Machine/Equipment

- Setup and operate mail processing equipment, including computerized accounting systems, multi-purpose, multi-station machines or high speed labelers.
- Set up and adjust basic meters for usage.
- Operate equipment such as scales, machine folders, bursters, and meters.
- Operate pallet jacks, dollies, hand jacks, or other material handling equipment.
- Perform minor adjustments or maintenance such as lubrication or cleaning of machines.
- Maintain complex equipment by performing minor maintenance or initiating service requests.
- Operate high speed, high capacity floor model folders.
- Operate motor vehicle to pick up or deliver mail.
- Assist with the operation of the most complex equipment (e.g., Automated Inserting Mailing System, AIMS).

Supplies/Inventory

- Monitor and maintain adequate inventories of mailroom supplies.
- Place orders or requisition for materials.
- Monitor inventory of supplies used in a mail processing center operation (e.g., envelopes, twine, USPS forms).

Customer Service

- Provide assistance to customers on the most effective way to send packages/mail.

- Provide guidance and respond to inquiries from users regarding USPS regulations and procedures, department billings, or other postal regulations and mail procedures.

Computer/Forms

- Record data/activity of various customer accounts on appropriate mail forms.
- Monitor work orders to identify the forms, publications, etc., to be processed and mailed out.
- Enter, verify or correct data to maintain production records.
- Utilize the Internet to access the USPS website for postal regulations, etc.
- Operate mailing system software and hardware to manage mail distribution activities (e.g., JETS, Spee Dee).
- Administer and utilize mailing software for bulk mailing operations.
- Post charges to department accounts using computer software.
- Assist users with updating mailing lists.
- Perform database, spreadsheet, and word processing applications in managing customer accounts, records, shipping information, etc.
- Prepare necessary and required forms used by USPS or those used by private carriers.
- Verify charges requested by USPS or private carriers for services rendered.
- Monitor, maintain and transfer postage money into proper accounts.

Technical

- Determine applicable postage rates.
- Interpret postal regulations.

Other

- Guide activities of student or limited term employees.

SHIPPING AND MAILING ASSOCIATE – ADVANCED

This is advanced mail processing work, exercising considerable judgment and initiative. Positions function in one of the following three roles for the majority of the time:

- (1) primary operator of an Automated Inserting Mailing System (AIMS), or comparable system;
- (2) the sole employee responsible for the mail operation of an agency or campus involving the performance of a wide range of shipping and mailing responsibilities requiring independent judgment; or
- (3) leadworker, responsible for training, assisting, guiding, instructing, assigning and reviewing the work of two or more permanent full-time equivalent classified employees. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats. Leadworkers cannot “share” the responsibility of leading the work of employees. For example, if two leadworkers lead the work of one employee each and together jointly lead the work of one more employee, neither position will meet the definition of leadworker. The work is performed under general supervision.

Positions allocated to this level perform any combination or all work examples as described under the Shipping and Mailing Associate title and in addition may perform any of the following duties and responsibilities:

- Set up and operate complex or computerized mail processing equipment (e.g., AIMS, PostalSoft Software and Seacap Labeling Machine).
- Assist with preparing specifications for acquisition of new equipment.

- Select proper software programs; format computerized machines to process new jobs.
- Analyze, plan, develop and recommend procedures to enhance efficiency and productivity of the mail room operation.
- Prioritize, direct or coordinate and monitor work of other staff, student workers or limited term employees.
- Provide assistance and advice to customers and other staff relative to all aspects of the mail room operation.
- Train and instruct other mail room staff.
- Audit and verify reports or records.
- Maintain time sheets or leave records.
- Maintain or monitor mailroom budget expenditures and records.

II. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III RELATED POSITION TITLES

Clerical Assistant, Document Production Assistant, Office Associate, Inventory Control Assistant, Motor Vehicle Operator-Light