CITY OF VANCOUVER

MAIL ROOM CLERK

DEFINITION

To sort and distribute incoming and outgoing mail; examine outgoing mail for presort, handwritten envelopes, and proper addresses; weigh and stamp outgoing mail.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level supervisory or management staff.

ESSENTIAL AND OTHER FUNCTION STATEMENTS -- *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Examples of Essential Functions:

Pick up, sort and deliver inter-office and US Postal mail to core business facilities ensuring efficient flow of mail.

Post outgoing mail using postage machine; ensure correct budget number is entered into machine as mail is processed; deliver mail to US Post Office.

Sort all mail for pre-sort service ensuring each piece is correctly addressed; remove hand-written envelopes for special processing.

Respond to customer questions regarding mail and package shipping.

Prepare bulk mailings and deliver to post office.

Prepare monthly service area postage charge back report.

Pick up and deliver print jobs on normal inter-office mail route.

Examples of Other Functions:

Provide back-up assistance to the Print Shop as requested; staple, punch holes, fold newsletters, and drill holes as work schedule allows.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Basic office procedures, methods, and office equipment.

Basic principles and procedures of record keeping.

Basic principles and procedures of sorting and organizing bulk mail.

Ability to:

Troubleshoot equipment problems and take corrective action.

Operate a variety of office machines including postage meter and scale, copy machine, and various print shop equipment.

Perform routine mathematical calculations in determining appropriate postage.

Work independently and organize time effectively.

Understand and carry out oral and written directions.

Use a personal computer and appropriate computer software.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines:
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible clerical experience.

Training:

Equivalent to completion of the twelfth grade.

Licenses or Certificates:

Possession of or ability to obtain an appropriate, valid driver's license.

WORKING CONDITIONS

Work is performed in a shop-like setting and an office environment; prolonged period of walking and standing; work in inclement weather conditions; ability to lift up to 50 pounds; exposure to elevated noise levels from assorted machinery.

OPERATING PRINCIPLES

Individuals are expected to work in a manner consistent with the City of Vancouver's Operating Principles; specifically: Work and act as a team player in all interactions with other city employees; provide a high level of customer service at all times; project and maintain a positive image with those contacted in the course of work; develop and maintain collaborative and respectful working relationships with team members and others; and, consistently provide quality service.

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