City of Bellingham
Classification Specification

CLASS TITLE	**Mail Services Technician**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**104**
CS:	**Y**
FLSA:	**Y**
EE04|SOC:	**AS|43-9051**

NATURE OF THE WORK:

Provides mail services including centralized distribution for incoming and out-bound mail as dictated by the United States Postal Service (USPS) and United Parcel Service (UPS). Completes tasks associated with mail distribution such as customer inquiries, shipping, receiving, filing, copying, logging, and posting. Performs clerical tasks as assigned such as responding to general questions from internal and external customers, filing, cataloging, and sorting.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from clerical support classifications by its primary focus on standard mail tasks that support and maintain the City's efficient operation. This classification requires an understanding of the internal and external distribution of mail as dictated by the USPS and UPS.

SUPERVISORY RELATIONSHIPS:

Reports to the Assigned Department Manager or designee who assigns and reviews the work. Works under general supervision and established guidelines and procedures, as well as, the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Ensures incoming and outgoing mailings, other deliveries and projects are completed within specified times. May review and recommend changes to existing policies and procedures or the in the development of general policies and procedures to facilitate smooth and efficient operation

2. Receives and sorts incoming mail for internal and external distribution, meeting published deadlines such as legal mailings. Prepares postage statements, standard and first-class mailings, meters mail, sorts and bundles mail, prepares postage statements and shipping manifests.

3. Delivers outbound mail to post office. Delivers distributed mail to City locations outside City Hall and collects outbound mail for processing. Selects shipping methods to ensure economy and to meet deadlines.

4. Picks up and delivers records transmitted between City offices and the Records Center.

5. Maintains records for shipping accounts, performs simple database research, checks accuracy and cost savings and produces routine reports. Resolves discrepancies in accounts with appropriate personnel either by phone or in person. Requests postage deposits from supervisor as needed.

6. Maintains an inventory of shipping and mailing supplies. Orders supplies for mailroom equipment. Monitors mailroom equipment and calls service technicians as needed.

7. Performs clerical tasks such as responding to requests and general questions from the public, department staff, USPS, and UPS. Completes scanning, indexing, filing, cataloging, logging, copying, and sorting as required.

ADDITIONAL WORK PERFORMED:

1. May fill in for clerical personnel.

2. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:
- Internal and external distribution of mail as dictated by the United States Postal Service.
- Microsoft Office products including Word, Excel, and demonstrated data entry skills.
- Practices and policies of City business operations.
- Basic math including the ability to add, subtract, multiply, divide accurately.

Skill in:
- Demonstrated organizational, problem solving, decision-making, and time management skills.
- Demonstrated customer services skills to explain policies and procedures to the general public and staff using courtesy, tact, and good judgment.

Ability to:
- Maintain and protect confidential records and discussions.
- Plan and organize effectively and carry out assigned duties independently and as a member of a team.
- Work with accuracy and attention to detail in an environment of multi-tasking and frequent interruptions.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.

- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Frequently sit, stand, bend, twist, and reach for extended periods of time;
  - Frequently transport items weighing up to 50 lbs;
  - Frequently operate mechanical mailroom equipment of varying lengths and widths;
  - Frequently move between work sites;
  - Frequently traverse over uneven terrain;
  - Occasionally remain stationary for long periods of time;
  - Operate a motor vehicle.

WORKING ENVIRONMENT:

Work is performed in an office environment, at a computer terminal, and various office locations transporting mail for the City. Will drive City vehicles to pick up and deliver items from City departments. Frequently interacts with the public, in person, and by telephone. Possibility of exposure to hostile and offensive language from interactions with the public. May also work in a climate-controlled warehouse environment, with possible dusty conditions. Moderate exposure to outdoor weather conditions.

EXPERIENCE AND TRAINING REQUIREMENTS:

- One year of experience in shipping, receiving, inventory control, or record-keeping required.
- Knowledge and efficient use of standard computer software such as Microsoft Excel required.
- One year of experience delivering mail for a large organization preferred.
- Experience using computerized inventory systems preferred.
- Experience providing clerical support in an office setting preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check, and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.

PREPARED BY: Joanie Brinn
5/79

REVIEWED BY:_____
Ameleah Sullivan, Interim Human Resources Director

REVISED BY: Kurt Grande
6/83
Steve Mahaffey
9/85
Al Ruiz
Felix Anderson
Cheryl Lord
10/94
Ringus/Starcher
12/97
R. Mueller
L. Storck
06/10
John R. Carter
09/10
John R. Carter
3/13
J. Honga
A. Sullivan
3/2023

COMMISSION ADOPTION: ____August 14, 2024