



## MAIL SERVICES SUPERVISOR

**JC:** CA115  
**PB:** CF1  
**FLSA:** Non-Exempt

**BU:** 5 (SEIU)  
**Created:** January 1988  
**Revised:** August 2021

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under direction, plans, organizes and provides supervisory direction of mail sorting and distribution and office equipment and supply activities; performs mail room and mail delivery duties as needed; and performs related work as assigned.

### **CLASS CHARACTERISTICS**

This single position class is a working supervisor position responsible for the execution and supervision of day-to-day activities of staff providing varied support in the District's centralized mailroom. The incumbent exercises considerable latitude and independent judgement in the ongoing conduct and supervision of the work. This class is distinguished from the Senior Office Services Support Clerk by its responsibility for the planning and supervision of mail room and mail delivery activities, in addition to the performance of the duties.

### **REPORTS TO**

Procurement Support Manager

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Supervises and performs in-house mail collection and distribution activities, including developing schedules for in-house mail pick-up and delivery to local administrative and outlying District offices and facilities, the sorting of mail, and the processing of outgoing mail and special handling items.
2. Plans, assigns, directs, reviews and evaluates the work of assigned staff; assists in the selection of staff and trains staff in work procedures, including safety practices; and approves leave requests and adjusts schedules to ensure work coverage.
3. Serves as a resource for District departments and employees for questions related to standard mailing and special handling processes.
4. Makes budgetary and procedural recommendations related to postage expenses and related services; monitors postage balance on meter machine and advises manager as needed.
5. Monitors and advises manager of postal changes, including changes to rates, rules and/or procedures.

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6. Performs the necessary research to ensure mislabeled or unclearly labeled packages and mail items are delivered to the appropriate department and/or staff.
7. Drives District vehicles in the performance of assigned duties; schedules repair and maintenance service for mail delivery vehicle.
8. Coordinates delivery of District forms and supplies and movement of records and archive transfers.
9. Ensures that the mailroom and working areas are maintained in a clean and orderly condition.
10. Performs related duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Standard office practices and procedures, including the operation of standard office equipment
- Principles and practices of employee supervision, including scheduling and training of staff
- U.S. postal service regulations and procedures
- Basic inventory control, materials storage and purchasing procedures and practices
- Equipment used in a central mail room setting, including package tracking scanners and mailing machines
- Basic budgetary principles

#### **Skill in:**

- Planning, organizing, directing, reviewing and evaluating the work of assigned staff
- Maintaining confidentiality
- Training staff in work procedures
- Ensuring that varied office services are provided in a timely, effective manner
- Operating mail room and office equipment including computers and computer applications needed to perform assigned duties
- Maintaining accurate records and making accurate arithmetic calculations
- Preparing clear and concise reports of work performed and other written materials
- Exercising sound independent judgment within general policy guidelines
- Establishing and maintaining effective working relationships with those contacted in the course of the work

### **MINIMUM QUALIFICATIONS:**

#### **Education**

Equivalent to graduation from high school.

#### **Experience**

The equivalent of four (4) years of fulltime experience working in a centralized mailroom setting and/or delivering mail in an organization with multiple worksites and delivery locations. At least one year of the experience must have been in a lead or supervisory role.

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### Substitution

None.

### Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

Must be able to lift objects weighing up to 75 pounds on a regular basis.

Must be physically able to stand, stoop, climb step ladders and reach to file and retrieve records on a regular basis.

Must be physically able to walk, stand or sit for prolonged periods of time.

### WORKING CONDITIONS

#### Environmental Conditions

Office environment; field environment; shop environment; warehouse environment; exposure to computer screens; and inclement weather.

#### Physical Conditions

Requires the physical condition necessary for walking, standing or sitting for prolonged periods of time, lifting objects weighing up to 75 pounds, and climbing step ladders.

**BART EEO-1 Job Group:** 1500 – Supervisors/Other  
**Census Code:** 5000 – First Line Supv of Ofc/Adm Wkr  
**Safety Sensitive:** No