



SENIOR MAIL SERVICES SUPPORT CLERK

JC: CA112
PG: 031
FLSA: Non-Exempt

BU: 5 (SEIU)
Created: January 1988
Revised: September 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 general supervision, performs a variety of office services duties including processing of mail, records, supplies and business forms, messenger, and other basic office support functions in support of District activities; operates an on-line or personal computer, envelope inserting equipment, mail addressing equipment, mail stamping equipment; may provide lead direction or training to lower level staff; drives a district vehicle as needed; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class is responsible for providing a variety of difficult and specialized office services duties using independent judgment within established guidelines. Incumbents are required to independently plan, coordinate and perform office services in a timely, efficient and responsive manner. In addition, this class is responsible for overseeing and/or maintaining a centralized record keeping center and filing forms and records requests in assistance to various departments. This class is distinguished from other office support classes in that the duties relate primarily to delivering and processing mail, and forms and records processing in a warehouse environment, and providing messenger service rather than providing typing, filing, and other clerical support to a specific office or function. This class is distinguished from the Office Services Support Clerk in that the former performs the more difficult office services, frequently exercises independent judgment, and may provide lead direction and training to lower level staff.

REPORTS TO

Mail Services Supervisor

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

1. Pick up, inspect, process and document records sent to records retention center; fulfills and retrieves records retrieval request; ensures that requested records are released to authorized persons according to established guidelines and files the paperwork.
2. Administers office supplies and business forms based on an established fulfillment program.
3. Sorts, processes, and delivers interoffice and US mail; operates a computerized mail-processing machine.
4. Prepares mail for processing using addressing and mail inserting equipment and mails using presort software reports.

5. Performs the necessary research to ensure mislabeled or unclearly labeled packages and mail items are delivered to the appropriate department and/or staff.
6. Prepares and updates a variety of reports, which may require the use of arithmetic calculations.
7. Drives District vehicles, including sedans, and cargo vans in performance of duties.
8. Cleans, makes operations adjustments and/or performs preventive maintenance functions on all equipment.
9. Checks articles received against packing list, receiving forms, and notes any discrepancies; stores articles received into the proper bins, racks, shelves or floor locations; issues materials, supplies, records, documentation or freight upon receipt of properly authorized paperwork.
10. Packages and prepares materials for transfer to customer sites and conducts periodic physical inventory of materials, supplies, records, forms and assists in reconciling discrepancies with manual or computer-produced inventory control records.
11. Moves heavy items, using appropriate material handling equipment.
12. Organizes and maintains various departmental files. Attends a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information and keeping reference materials up to date.
13. May be required to train and work with temporary and agency personnel at management's discretion.
14. Imputes and deducts business forms using an inventory management system.
15. Creates packing slips, prepares forms to be shipped to BART customers.

QUALIFICATIONS

Knowledge of:

- Basic office procedures, including arithmetic and record keeping.
- Basic inventory and stocking practices.
- Equipment used in a central mail room setting, including package tracking scanners and mailing machine.
- Methods and practices used in receiving, storing and issuing materials, records, mail and freight.
- Safety precautions related to the work, including methods of lifting and moving heavy objects with proper equipment.
- Policies and procedures pertaining to the work.
- Safe driving practices.
- Related state and local traffic laws and parking regulations.

Skill in:

- Organizing, coordinating and prioritizing work activities.
- Providing courteous, patient, helpful and positive attitude when dealing with customers.
- Operating and adjusting a variety of mail processing equipment.
- Using an on-line or personal computer to input and retrieve data.
- Using initiative and sound independent judgement within established guidelines. Understanding and carrying out written and oral instructions.
- Maintaining basic work records and making accurate arithmetic calculations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Driving a motor vehicle safely.
- Quickly learning District, department and staff names and facility locations.

MINIMUM QUALIFICATIONS:

Education

Possession of a high school diploma, GED or recognized equivalent.

Experience

Three (3) years of (full-time equivalent) verifiable general office services experience which must have included processing of mail, records, supplies and forms and word processing and at least one (1) of the three years must have included experience working in a centralized mailroom setting with responsibility for servicing multiple sites.

Substitution

None.

Other Requirements:

Must possess a valid California driver's license and 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 conditions.

Physical Conditions

Requires maintaining 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: 6000 - Clerical

Census Code: 5420 – Information and Records Clerks

Senior Mail Services Support Clerk

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Safety Sensitive: No