



**JULY 2009**  
**FLSA: NON-EXEMPT**

## **MAIL CLERK / SWITCHBOARD OPERATOR**

### **DEFINITION**

Under general supervision, processes incoming and outgoing mail for the District, operates mailing machines, scales, and other equipment used in mail processing and distribution; provides prompt, courteous, and reliable telephone service to internal and external customers at the District's main switchboard; obtains information to properly transfer or re-route calls to the appropriate department; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Management Information Systems Supervisor. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a journey-level class responsible for processing incoming and outgoing U.S. and inter-office mail for the District, as well as, for operating the main switchboard. Responsibilities related to the mailroom include receiving, sorting, and delivering mail on campus. Switchboard related responsibilities include receiving and transferring incoming calls, taking messages, and providing information to callers and staff. This class is distinguished from the Shipping & Receiving Clerk in that the latter is responsible for receiving, maintaining, and distributing the inventory of materials, parts, supplies, tools, and equipment required for District operations. This class is further distinguished from the Administrative Assistant classification in that the latter performs complex administrative and office support duties.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Receives, sorts, and delivers U.S. and inter-office mail; signs for insured, registered, and certified mail.
- Weighs outgoing mail and determines the appropriate postage rate; affixes postage for first, third, fourth, and all types of special class mail; wraps and labels packages as needed.
- Processes various types of outgoing special class mail according to established guidelines and regulations.
- Maintains current knowledge of postal rates, rules, regulations, and technological advances in mail processing equipment.
- Prepares and maintains a variety of records related to the postage used by District departments; provides information and assistance to departments and staff regarding the procedures and preparation for processing outgoing mail.
- Operates a multi-line phone switchboard system; answers, screens, and directs calls to the appropriate department or individual; takes messages and relays pertinent information using electronic mail or

transfers calls to voicemail as requested by the caller; provides general information on a wide variety of District services, policies, and procedures.

- Gathers, assembles, updates, and distributes a variety of information, documents, forms, records, and data as requested.
- Provides routine information to employees, students, and the public.
- Maintains accurate records related to long distance billing.
- Performs clerical and office work such as typing, filing, proofreading, and assembling and distributing materials.
- Operates and performs preventative maintenance on a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Guidelines, procedures, and regulations of shipping, receiving, delivering, and distributing mail.
- Use and operation of postal scale, postage meter, and adding machine for daily balancing of postage.
- Use and operation of a telephone switchboard system and basic troubleshooting techniques.
- Modern office administrative support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of record-keeping.
- Safe work methods and safety practices pertaining to the work.
- Alphabetical and numerical filing methods.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

### **Ability to:**

- Accurately and efficiently process ingoing and outgoing mail.
- Operate a telephone switchboard system.
- Work quickly and efficiently in order to process calls as well as incoming and outgoing mail.
- Meet the public and represent the District in a professional manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Perform basic mathematical calculations.
- Maintain clear and accurate records.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of clerical experience preferably involving record keeping and public contact.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.