Job Description

PimaCommunityCollege

Position Title: Support 2, Mailroom

Job Group: Materials Management   Job Level Group: Support - Intermediate

FLSA Status: Non-Exempt

Position Summary:

The Support 2, Mailroom provides lead support for mail room operations, Ensures receiving and distribution of all college mail and deliveries.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Creates work orders and ensures monthly invoices are paid. Acts as a liaison with external vendors as needed.

2. Delivers USPS mail, UPS and FEDEX packages, interoffice mail and items, material request and other items to campuses and offsite locations.

3. Records and distributes materials via QTRAK tracking software.

4. Inserts requested mail items utilizing folder or insert machine.

5. Delivers Library materials, student packages, and mail and materials to staff homes.

6. Generates, packages, and ships items via FEDEX using FEDEX software.

7. Processes all student checks, W2's, and letters sent to students.

8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices

2. Skill in effective communication (both written and oral)

3. Skill in positive, productive, and flexible customer service

4. Ability to apply effective and accurate data entry and typing skills

5. Ability to operate relevant equipment required to complete assigned responsibilities for the position

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- One (1) to Three (3) year of mailroom or delivery related experience required
- Three (3) to Five (5) years of related experience preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a non-traditional work environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a non-traditional work setting; to stand for prolonged periods of time; to frequently stoop, bend, kneel, reach, and twist; to lift, carry, push, and/or pull moderate (up to 50 pounds) amounts of weight; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check
- DMV Check/Current and Valid AZ Driver's License