

Classification Specification: Mail Clerk and Warehouse Coordinator

Classification Number: 12735 Pay Grade: 24
Effective Date: 07/01/2018 Current Exemption Status: Nonexempt

Position Summary

Oversees the day-to-day operations of the BGSU Mail Room including mail pickup, sorting, metering, and delivering of incoming and outgoing packages, letters, flats, and campus mail. Serves as a lead worker and directs the mail room workers. May supervise in the absence of administrative manager. Responsible for incoming shipments in central receiving and movement & storage of items in warehouse operations. Responsible for University surplus and auction process. Works with administration to implement enhanced processes and develop/update operational procedures.

Essential/Primary Duties

- Serves as a lead worker. Develops, and trains postal employees, temporary workers, & student workers. May supervise in the absence of administrative manager. Assists with performance appraisals and issuing discipline.
- Maintains confidential records.
- Responsible for maintaining Postal/vendor relationships
- Oversees the handling and resolution of problem mail issues such as return to sender, missing packages, phone calls from students/parents and correcting mailing addresses.
- Oversees and processes (i.e. sorting, metering, delivering) incoming and outgoing packages, letters, flats, and campus mail.
- Responsible for business replies, special pick-ups/deliveries, and other miscellaneous office work.
- Greets and directs visitors, students, staff, and faculty. Provides customer service by answering department phones, responding to inquiries, and/or redirecting calls as appropriate.
- Responsible for incoming shipments in Central Receiving including unloading, processing paperwork and notifying recipients.
- Responsible for movement & storage of items within warehouse operations including the use of forklifts and electric pallet jacks.
- Responsible for University surplus and auction process.
- Assists the Package Center with logistical insights and resolution of problem packages, as needed
- Oversees daily route to U.S. postal office to pick up BGSU's mail.
- Assists with Production Print Shop services as needed.

Experience and Education

Experience

- One to two years related experience required.

Education

- High school diploma or GED required
- Must have and maintain a valid driver's license and be insurable under the University's insurance

Physical Requirements

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Moderate work: occasionally working in difficult position and/or with physical demands such as continuously lifting/moving materials from 25 to 50 pounds and occasionally lifting/moving materials greater than 50 pounds.

Working Conditions

Work is generally performed in a well-lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of basic computer skills
- Ability to operate computers and peripheral equipment such as printers
- Ability to operate University vehicles

Supervisory Responsibility

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.