



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### MAIL CLERK

A Classified Position

[Grade 13 – Salary Schedule](#)

[60](#)

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#### A. General Statement

The Mail Clerk responsibilities include routine clerical work involved in the pick-up, processing, delivery and distribution of College and District mail. Under general supervision, the employee sorts, picks up, packages, delivers and distributes special and regular postage letters, parcels, books, supplies and other items, using a working knowledge of mailing procedures. Public contact is extensive, primarily involving staff and postal service representatives for the purpose of exchanging procedural and schedule information. A limited to moderate degree of independent judgment and creativity is required to resolve a variety of minor problems that occur. Consequences of errors in judgment can be costly in employee time and safety and loss of property; however, well prescribed procedures and supervisory controls limit the risk of serious errors. Mail Clerks can lead the work of student assistants as assigned.

#### B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with staff and postal service representatives regarding weight and postage, pick-up and delivery specifications, special mail handling, sorting changes and packaging
2. Drives a motor vehicle to transport, pick up and deliver letters, packages, equipment and supplies
3. Provides input into and follows a schedule of mail pick-up and delivery, following specific routes and timelines, as well as makes special off-schedule deliveries and pick-ups as assigned
4. Organizes, sorts, and bundles mail, including letters, packages and other materials
5. Issues and receives receipts for special handling and regular mail, including proof of mailing and delivery
6. Operates postal machines and scales
7. Uses a database, computer software, and mobile technology to enter, modify and retrieve routine data as assigned

8. Sets up and maintains routine communication with supervisory and other mail staff
9. Sets up and maintains routine files and supplies
10. Performs other duties as assigned

**C. Requirements**

1. Graduation from high school and college courses in business administration, office administration, or a closely related field
2. Successful clerical experience of increasing responsibility that has included alphabetical and numerical sorting and filing
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Knowledge of postage procedures and packaging
5. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
6. Demonstrated skill in working as part of a customer service team
7. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations as required
8. An impeccable driving record

OR

An equivalent combination of education and experience

**D. Physical/Other Requirements**

This classification requires visual comparison and acuity; attention to detail; standing for long periods; driving a motor vehicle; exposure to varying outdoor climates, dust and fumes; moving and carrying items of moderate to heavy weight; bending, stooping, reaching overhead, kneeling, pushing, pulling; patience and tact; good memory; flexibility and adaptability; oral communication; and data comparison in order to perform the essential functions.

**E. Knowledge, Skills & Abilities**

1. Knowledge of standard mail and postage rates, procedures, and equipment
2. Skill in safe handling and moving of packages of moderate to heavy weight
3. Skill in respectful, sensitive communication with people at all levels within an organization who are diverse in their cultures, language groups, and abilities
4. Skill in alphabetical and numerical sorting and filing
5. Skill in memorizing department and individual names and locations, streets, and mail service locations
6. Skill in the use of a computer and mobile technology to enter, modify, and retrieve routine data
7. Ability to work effectively as part of a customer service team