GORDON COLLEGE

Position Description

Title: Mailroom Manager

Function: Under the supervision of the Associate Vice President for Technology & Operations, directs and oversees the operations of the Gordon College Mailroom. This includes managing, sorting and delivering incoming mail and packages as well as processing and sending outgoing mail and packages.

Description of Duties and Tasks:

Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time

Essential Responsibilities

1. Displays a professional, friendly manner to all customers and staff of the mailroom.
2. Hires, trains and sets schedules and priorities for all mailroom student staff and part-time staff and follows-up to ensure coordination and completion of assigned work; maintains work area in a clean and orderly condition.
3. Works to improve efficiency such as new or modified routes, schedules, mail handling and tracking practices; resolves scheduling conflicts of staff and provides feedback to employees on a regular basis.
4. Ensures the reliable pickup and delivery of all mail and packages to/from the local post office and the campus; Loads and unloads vehicles using hand trucks for pick up or delivery of items.
5. Collects, meters and sorts all Gordon college mail; operates postage metering machines and other mailroom equipment.
6. Manages daily, weekly, monthly and yearly accounting tasks per required accounting practices; Verifies daily balances on metering machines; performs postage rate updates; and ensures all supply levels and for sale items are kept in adequate stock.
7. Monitors and maintains mail processing and related equipment and arranges service and repair calls as needed; arranges maintenance and service of vehicles assigned to the mailroom as required.
8. Performs various clerical tasks including computing figures, maintaining files and logs, preparing and maintaining operational records and reports; assists in the maintenance of inventory and related records.

Additional Responsibilities:

1. Thorough knowledge of:
   a. Postal regulations, mailing restrictions, rates and postal transactions and procedures.
2. Working knowledge of:
   a. Techniques for organization, efficiency and managing workflow
   b. Office practices and procedures including data processing, filing, recordkeeping and operation of standard office equipment
   c. Proper lifting techniques and safety regulations, precautions and practices and ensures all mailroom employees are trained in safety.

3. Skill and Ability to:
   a. Train, prioritize, organize and assign work to others in order to maximize delivery of services
   b. Perform and ensure timely pick up, loading and delivery of all mail and packages.
   c. Use initiative and sound judgment to solve operational problems within established guidelines
   d. Sort and categorize mail, packages and other materials quickly and accurately
   e. Properly use and maintain mail processing and postage machines and equipment
   f. Maintain inventory balances and resolve any variances or discrepancies
   g. Use a personal computer to create and maintain accurate written and electronic reports, logs, records and files
   h. Resolve conflicts and maintain cooperative relationships with others contacted through the course of work

**Required Knowledge, Skills and Abilities:**
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Excellent customer service, interpersonal and communication skills

3. Demonstrated technical aptitude, service orientation, teaching ability, and patience

4. Possess an ability to work well and communicate clearly with all members of the Gordon College community including students, faculty, staff, administration, parents and alumni.

5. Excellent organization and problem solving skills and ability to pay close attention to details.

6. Ability to thrive in a fast-paced/noisy environment and be able to multitask efficiently and accurately.
7. Willingness to work some flexible hours to ensure the mailroom is covered during all open hours.

8. Mobility and dexterity sufficient to drive a vehicle, perform mail and delivery duties, and function in atypical office environment

9. Strength to personally lift and move heavy objects weighing up to fifty (50) pounds on a regular basis

10. Ability to sit or stand/walk for up to six (6) hours per day while working at a computer terminal or performing mailroom duties or courier routes as needed.

11. Have a valid license that allows operation of a motor vehicle in Massachusetts.

12. Ability to see well enough to read standard text on paper documents and electronic screen of a computer terminal and function in a typical office environment