

CMRA - POSTAL CLERK

General Statement of Duties

Performs customer service and related mail tasks in operating a substation post office for the Town.

Distinguishing Features of the Class

An employee in this class performs customer service tasks and clerical tasks in handling mail and related materials. Work includes collecting fees and money for mail supplies and maintaining basic records. The employee is expected to have a general understanding of the postal rules, procedures and postal services to respond to inquiries and perform the daily functions; non-routine questions or situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Courtesy and tact are required in performing public contact. Work is performed under the supervision of the Administration Director/Town Clerk with technical supervision of the Postmaster. Work is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Operates the Town's post office under the direction of the Postmaster.

Assists customers with varied postal questions and issues, post office box rentals, etc.; provides information to customers on proper packing and mailing requirements; directs new customers to the main post office.

Sells stamps, calculates and collects fees for postal boxes, mailing and packing supplies and other items sold.

Checks packages for mailing to assure wrapped properly and checks for return address; places in separate suspect mail bin.

Sorts mail upon delivery from main post office; places in proper residents' postal boxes; accepts and processes mail in preparation of pick-up and delivery to the main post office for distribution.

Prepares and submits daily reports per postal guidelines and makes daily deposit of postal funds collected; submits quarterly reports tot the Postmaster.

Balances cash drawer daily and turns into the finance office.

Answers requests for information from customers or the general public; refers customer to proper staff.

Maintains records of current customers, changes of address and special services; assists customer with filing out forwarding mail card, forward mail appropriately.

Takes and records fees or payments.

Notifies main post office of closed post office boxes.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of postal regulations, fees and operational requirements.

Thorough knowledge of the Town's postal services and residents boxes.

Working knowledge of filing and record keeping practices.
Skill in operation of assigned office equipment.
Skill in providing friendly courteous and tactful customer service.
Ability to communicate effectively in person and by telephone.
Ability to handle portable mail bins.

Ability to establish and maintain effective working relationships with the general public, other employees, and supervisors.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pulling, pushing, lifting, fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform medium heavy work exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull, or otherwise move objects.

Desirable Education and Experience

Graduation from an accredited high school (or GED) and some general office clerical experience involving public contact, accounting, cashier, mail clerk activities that provides the required knowledge, skills and abilities; or an equivalent combination of training and experience.

White Lake
2007

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a checklist which can give further details about that one specific position. These documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel.