

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Mail Services Supervisor	<u>CLASS NUMBER:</u> 10019	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Purchasing Department	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N13	<u>POSITION CONTROL #:</u> 020013
<u>POSITION LOCATION:</u> 373 S. High St., 16 th FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Assistant Director, Operations
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> <div style="display: flex; justify-content: space-between;"> <div>Mail Processor (020014)</div> <div>Mail Processor (020016)</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Mail Processor (020015)</div> <div>Mail Processor Lead (020018)</div> </div>		

CLASSIFICATION PURPOSE:

The primary purpose of the Mail Services Supervisor classification is to manage mailroom facilities, operations, and activities. Hire, supervise, train, and develop staff. Assist director in establishing operating budget. Develop operating policies for Mail Services and oversee staff compliance with established office policies and directives. Ensure mail is being processed pursuant to applicable rules, regulations, and best practices. Develop and manage business planning for the unit and ensure that strategic planning is aligned with the mission, vision, and values of the Purchasing Department.

JOB DUTIES:

Manage, coordinate and/or direct outgoing mail and distribution services to county agencies. Supervise mail processors and train staff in operating mail processing and presort equipment in a postal office environment. Ensure compliance with all applicable U.S. Postal Service regulations. Provide updates and makes recommendations for maximizing the services provided. Respond to appropriate agency personnel in a professional and timely manner and is able to handle problems and suggest improvements. Provide initial and ongoing training to the county agencies on the policies and procedures, federal USPS regulations and requirements as they relate to mail procedures for outgoing mail, eCertified mail, packaging requirements, address changes, internal mail distribution procedures and other requirements to meet federal postal regulations. Plan, schedule and supervise the work of the Mail Services program, establishing work schedules and mail pick-up and delivery routes for both on and off campus locations. Coordinate and supervise the activities of mail processors who sort and disburse inter-office mail, including the processing of presort, first class, certified, and registered mail, and prepares for dispatch of outgoing mail. Receive and resolve service problems with county agencies and the U.S. Post Office.

Maintain unit activities to complete weekly, monthly or other statistical and narrative reports on unit performance, or individual employee activities. Prepare and review monthly mail reports and prepare required and or requested management tracking reports. Develop, manage, and track metrics appropriate for Mail Services to ensure high-level unit operations. Recommend changes to Mail Services policies and procedures to agency leadership, and maintain policy and procedural manuals for Mail Services operations. Inform Mail Service staff of changes made to policies and procedures. Perform all tasks related to supervision of a team, including but not limited to, participating in interview, hiring, and onboarding activities, conducting performance evaluations, approving timesheets and PTO requests, implementing corrective actions related to performance, identifying professional development goals, and providing coaching. Provide leadership, direction, and mentorship to staff. Promote a culture of accountability, innovation, and continuous improvement within the organization. Support professional development initiatives and training programs to enhance team capabilities and competencies. Responsible for other administrative tasks that requires independent judgment.

Develop and manage an annual business operations plan. Identify goals and forecast resource needs to ensure modern operations of the Mail Services program. Collaborate with agency leadership to ensure county goals and values are reflected in policies, processes, and activities. Identify and implement sustainable practices.

Participate in special projects or fulfill special assignments, as directed. Maintain inventory, order and issue supplies, approve invoices for payment. Troubleshoot mechanical issues and oversee maintenance of mailroom equipment. Serve as a liaison between the agency and all other county agencies concerning all mail issues. Attend and conduct staff meetings or meetings with the USPS concerning issues that may affect the interest of the county agencies. Engage as a member of the Postal Customer Council.

Maintain regular and predictable attendance. This position requires regular and consistent on-site attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of inventory control; employee training and development; supervision; agency policy and procedures; government structure and process; interviewing. Skill in word processing, spreadsheet, and email functions; equipment operation. Ability to apply principles to solve practical, everyday problems; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; interview job applicants effectively; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise & accurate reports; use proper research methods in gathering data; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High School diploma or GED plus three (3) years of supervisory experience.

Additional Requirements:

Must maintain a valid Ohio driver's license. Experience working in a postal/mail processing environment preferred.

Supervisory Responsibilities:

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, and to act on employee problems.

UNUSUAL WORKING CONDITIONS:

May be required to wear personal protective equipment (PPE) to perform duties. Some heavy lifting of up to fifty pounds required. May occasionally perform certain duties outdoors in inclement weather.

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date