



Auxiliary Services Job Family: **Mail Processor Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Mail Processor I INDIVIDUAL CONTRIBUTOR	Mail Processor II INDIVIDUAL CONTRIBUTOR
Sort campus, U.S., and/or international mail, including newspapers and checks as required.	Sorts, distributes and routes incoming and outgoing mail; may deliver mail to various units and building across campus.
Process and receive packages and assist customers with recording of necessary information to process their shipment as assigned.	Process and receive packages and assist customers with recording of necessary information to process their shipment as assigned.
Provide proper handling of all classes of mail according to U.S. Postal regulations	Rate various classes of mail and provide proper handling of all classes of mail according to U.S. Postal regulations.
Advise customers of the proper procedures for preparing and sending mail according to U.S. Postal and outside pickup regulations, and on the most cost efficient approach to handling mail needs.	Provide information to customers regarding the required or recommended procedures for preparing and sending mail according to the US Postal Service and outside pickup regulations for domestic and international mail; provide direction to customers regarding the most cost effective options.
Provide related mail processor support as assigned; duties may include assignment(s) to: trace lost, missing or delayed mail, or coordinate assigned dept. operation or inspection.	May monitor and control cash transaction funds, trace lost, missing or delayed mail, or coordinate assigned dept. operation or inspection.
	Provide prompt and courteous customer service; advise and guide customers in the proper regulations and procedures governing international mail.
	Sell postage stamps, pre-stamped envelopes, postal cards, aérograms, international reply coupons and postal orders, etc.

**Mail Processor I
INDIVIDUAL CONTRIBUTOR**

**Mail Processor II
INDIVIDUAL CONTRIBUTOR**

	Provide administrative assistance support including managing cash/ stamp funds, verifying daily receipts and preparing bank deposits, monitoring and maintaining inventory, ensuring security of the office and its secure closing at the end of each day.
	May train and guide staff; coordinate work schedules and daily flow of activities.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10538 MAIL PROCESSOR I, BAND A	10539 MAIL PROCESSOR II, BAND B
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school diploma and up to 1 year relevant experience or equivalent combination	High school diploma and up to 2 years relevant experience or equivalent combination
IMPACT	Extends beyond department	Extends beyond department
CONTACTS - INSIDE	Receive information Provide information	Assists others Cooperation of task completion Handle confidential information
CONTACTS - OUTSIDE	Limited contact	Straightforward business Provide factual information Handle confidential information
CONTACTS - STUDENTS	Provide information or instruction on policies/procedures	Provide information or instruction on policies/procedures

FACTOR PROFILE	10538 MAIL PROCESSOR I, BAND A	10539 MAIL PROCESSOR II, BAND B
SUPERVISION	None given	Students Temporaries On-the-job training
COMPLEXITY	Tasks relate to one specific area of work	Entire field tasks
LEVEL OF DECISION MAKING	Responsible for making routine decisions within limits prescribed by established policies or by supervisor	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits
FREEDOM OF ACTION	Accomplish work tasks through detailed instructions from supervisor	General supervision Proceeds alone on regular tasks Refers questionable situations to the supervisor
SUPPORT SKILLS – WRITING	Limited responsibility, OR is position's area of work	Limited responsibility, OR is position's area of work
SUPPORT SKILLS – COMPUTER	Limited responsibility, OR is position's area of work	Limited responsibility, OR is position's area of work
WORKING CONDITIONS - PHYSICAL	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.

FACTOR PROFILE	10538 MAIL PROCESSOR I, BAND A	10539 MAIL PROCESSOR II, BAND B
WORKING CONDITIONS - VISUAL	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity
WORKING CONDITIONS - HAZARD	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required