

## MASTER SPECIFICATION

### JOB INFORMATION

Date:	10/10/2017 9:59:47 AM
Official Title:	Postal Worker Lead Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 2
Scheduled Hours	
Job Code:	753549
Job Family:	Mail

### JOB SUMMARY

The Postal Worker Lead performs a variety of customer service and postal operations duties in support of the US Post Office at an institution's main campus post office or at a regional campus US Post Office.

### NATURE OF WORK

The Postal Worker Lead is responsible for performing a wide range of postal and customer service duties, including selling postage stock and services; classifying mail, measuring, weighing, and bar coding mail; metering packages, compiling cash deposits; completion of various mail projects; assigning the proper postage and rating to outgoing mail; picking up and distributing campus mail; and entering data and running various financial and administrative reports. Additional responsibilities include functioning as a team leader and/or senior resource to lower-level Postal Workers assigned to the unit, as well as supervising and directing the work of a student or temporary workers as necessary. Job responsibilities require excellent verbal and written communication skills, as well as the ability to work efficiently as well as adapt to new processes and procedures. Work is performed under immediate supervision, and primarily consists of tasks that are routine, or well-defined, with specific instructions to achieve standards. The Postal Worker Lead exercises some judgment in planning and organizing own work but must adhere to specific time, process, and results standards. Decisions are limited to the application of standardized or accepted practices and errors could result in some cost and inconveniences within the affected area.

### Distinguishing Characteristics

#### Examples of Duties

##### Essential Functions

Operates full service U.S. postal service station.

Serves as a lead to lower-level Postal Workers, which may include acting as a senior resource regarding policies and procedures, training, work allocation, and basic problem resolution; oversees and directs the work of student employees assigned to the unit as necessary.

Prepares federal and campus mail and related processes to ensure efficient and effective service.

Accurately sells USPS postage stock, services, related merchandise and mailbox rental in face-to-face situation. Sells postage stamps and money orders; hands out packages, certified and registered mail.

Compiles, checks, reconciles and transmits information for USPS financial reports and cash deposits, accountable for own inventory and cash.

Processes all Permit Mail and Campus Mail in accordance with institutional and USPS procedures. Classifies mailing, measure, weigh, calculate and design mailing format layout.

Accurately addresses and applies bar-coding to all mail per customer's instruction.

Collects, sorts and delivers incoming, outgoing and interdepartmental mail; provides special delivery services, as required

Receives and processes incoming and outgoing insured, certified, express registered and special delivery mail and parcels according to postal regulations.

Performs other job related duties as assigned.

#### Additional Responsibilities

May maintain billing system and financial transactions for the bulk mail preparation center.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education

Education Level	Field of Study	Req	Pref	And/Or
High school diploma or GED		X		

### Work Experience

Experience	Experience Details	Req	Pref	
Minimum 6 months	Related work experience	X		

