

Senior Copy and Mail Center Attendant Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: TC3 Grade of E

Approved: TC3 board action 08/2018

By: AG, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered two year college with an associate's degree; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience; **OR**
- (c) Any combination of education, training and/or experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a senior level clerical position within the Copy & Mail Center. The employee has responsibility for properly receiving, handling, sorting and delivery of in-coming and out-going mail and packages. He or she also has responsibility for planning copy center and mail room workloads, ordering supplies, and maintaining departmental finances. The work involves the use of a postage meter for various classes of mail and the incumbent is responsible for determining the appropriate rates, according to class of mail, and for making correct settings on the machine before each run. This semi-skilled work includes responsibility for the operation, cleaning, and routine maintenance of photocopying and mail machines. The work also involves the operation of a variety of automated office machines such as hole punches, laminators, folders and cutters. An employee in this class exercises moderate autonomy and works under the direct supervision of the Campus Technology Service Coordinator. The employee will supervise Copy and Mail Center Attendants and student workers as assigned. Internal contacts are with employees across campus and involve routine, administrative and highly structured work interactions. External contacts are with vendors, sales persons and/or suppliers and involve the exchange of information in structured situations to ensure delivery of services. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Plans copy center and mail room workloads,
- Orders supplies;
- Maintains departmental finances;
- Prepares packages for shipment by parcel service or other commercial delivery service;
- Completes black and white or color copying via Fiery software as requested;
- Coordinates book orders through the Campus Bookstore;
- Receives, sorts, and distributes all incoming mail;
- Collects, sorts, applies appropriate postage and mails all outgoing mail;
- Picks up and delivers interdepartmental mail;
- Delivers bulk and pre-sort mail to post office;
- Operates postage meter to stamp out-going mail according to class of mail and current rates;
- Collects postage due mail and certified mail for departments;
- Arranges for repair of equipment as needed to guarantee mail delivery continues;
- Arranges for repair of equipment as needed to guarantee copy services continue;
- Ability to operate finishing equipment;
- Maintains records of all supplies issued and postage used on a departmental basis for the
- Preparation of chargebacks.
- Prepares and maintains routine reports.
- Prepares and maintains a variety of records and reports;
- May type or enter data into a computer terminal;
- Maintains records of work done for departments;

- Costs completed work and estimates costs of work requested using prepared price lists;
- Maintains inventory of paper, toner and other supplies;
- Delivers paper, toner and other supplies as needed;
- Maintains security on exams or other confidential material;
- May be responsible for distributing finished copies or other materials.
- Maintains cost records of each work order and compiles monthly chargebacks for each department;
- Prepares a monthly status report of the operations in the Copy Center;
- Supervises Copy and Mail Center Attendants and students workers.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of office terminology, procedures and equipment;
- Good knowledge of business arithmetic and English;
- Good knowledge of inventory control procedures;
- Ability to compute postal rates;
- Ability to follow oral and written instructions;
- Ability to deal courteously with the public, both in person and through the use of a telephone;
- Ability to maintain accurate reports and records;
- Ability to lift moderately heavy items such as mail bags and boxes;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Minimal ability to type;
- Initiative, resourcefulness, neatness, tact, courtesy and good judgment required;
- Clerical aptitude;
- Accuracy, tact and courtesy are required characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical:

The work requires minimal physical effort. The employee must be able to sit or stand for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of mail, office supplies and paper goods up to twenty pounds. The job involves minimal visual effort, but the incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise demonstrate the ability to perform the essential functions of this job. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job.

Mental:

The job involves only moderate demands from unpredictable fluctuations in work volume, frequent interruptions, regular changes in priority and/or occasional rush orders and/or conflicting deadlines. Interpersonal skills are basic and must be sufficient to give or receive facts or information on routine activities and to respond to simple requests for information.

Environmental:

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. As a result, there is minimal exposure to disagreeable conditions. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job. There is some minimal risk of injury or illness associated with this job.

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