

## **Mail Clerk / Receptionist Tompkins County**

**Department:** Tompkins Cortland Community College

**Classification:** Competitive

**Labor Grade:** TC3 grade of C

**Approved:** 03/24/2010

**Revised:** 6/17;

**By:** AF, Commissioner of Personnel

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from high school or possession of a high school equivalency diploma; **OR**
- (b) Two years of clerical experience; **OR**
- (c) Any combination of training and 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.

### **SPECIAL REQUIREMENT:**

The position involves the operation of a motor vehicle. Possession of the appropriate level New York State driver's license is required at time of appointment and must be maintained continuously for the duration of employment.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a clerical position involving responsibility for properly receiving, handling, sorting and delivery of in-coming and out-going mail and packages. The incumbent may also be responsible for receiving, storing and distributing office supplies. 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. Responsibilities may also include screening incoming requests for information, either in person or by telephone or switchboard, giving out routine information and directing requests to proper staff. An employee in this class works under the direct supervision of the Campus Technology Services Coordinator. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- 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;
- Repairs equipment as needed to guarantee mail delivery continues;
- Prepares packages for shipment by parcel service or other commercial delivery service;
- Maintains records of all supplies issued and postage used on a departmental basis for the preparation of chargebacks;
- Stuffs and labels envelopes;
- Performs a variety of clerical duties as required;
- Prepares and maintains routine reports.
- Answers a telephone, routes calls and gives out routine information;
- Prepares and maintains a variety of records and reports;
- May occasionally type or enter data into a computer terminal;
- May be required to schedule staff or other appointments;
- May make photocopies and distribute various materials;
- May create files, file materials within files, make routine file searches and pull material from files;
- Will be required to perform all routine clerical work determined essential to the efficient operation and economical functioning of the office.
- Supervise student workers performing the most routine duties in the absence of Print Room Supervisor.

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**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of office terminology, procedures and equipment;
- Working knowledge of business arithmetic and English;
- 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 switchboard or desktop console;
- Ability to maintain accurate 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;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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