

**CENTRAL MAIL ROOM SUPERVISOR****NATURE OF WORK**

This is responsible supervisory and administrative work in the centralized University mail service.

The employee of this class is responsible for supervising and participating in the operations of the University mail service including messenger services, the collection, processing and distribution of mail, the distribution and delivery of printed materials and special courier and electronic mail services. Work includes assisting in supervising and training subordinate personnel. Work requires a thorough familiarity with current postal regulations and modern techniques and equipment used in the processing of mail. Work is performed in accordance with established University policies, procedures, and national and international postal regulations under the Communications Service Coordinator. Work is reviewed through observation of results obtained.

**ILLUSTRATIVE EXAMPLES OF WORK**

Supervises and participates in mail services including routing and distribution of a wide variety of incoming, outgoing and intercampus mail as well as special courier and electronic mail services.

Provides information on current postal rules and regulations; instructs and supervises new employees in the performance of a variety of mail operations.

Assists in the development of new policies and procedures; assists in implementation of policies upon approval and ensures that policies are consistently adhered to.

Assists in planning, assigning and scheduling work of subordinates; assists in training new employees; assists in evaluating employees for confirmations, promotions, transfers and termination actions.

Supervises the processing of large bulk mailings to avail of discount rates including the hiring of part-time students; maintains records of students employed on each mailing and initiates action for payment of postage and services.

Answers inquiries regarding postal regulations and special services and provides information on the most cost effective and efficient methods for preparing bulk and other special handling mail outs.

Assists in the maintenance of files and performs a variety of clerical duties; investigates problems and complaints and recommends appropriate actions.

Assists in the preparation of budget estimates including vehicle requirements and maintenance contracts.

Supervises the operation of mail services in the absence of immediate supervisor.

Performs related work as required.

### **REQUIREMENTS OF WORK**

Considerable experience in mail room operations involving a variety of procedures, including supervisory experience; graduation from high school; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Considerable knowledge of University, national and international postal regulations and mailing and shipping procedures.

Considerable knowledge of mail service procedures, rules and regulations.

Considerable knowledge of the operation and basic maintenance requirements of postal equipment and delivery vehicles.

Ability to supervise employees in mail and shipping procedures and to instruct in the operation of a variety of office and postal machines.

Ability to plan, train, assign and review the work of subordinates.

Ability to operate a variety of office, postal and electronic mail machines.

Ability to establish and maintain effective working relationships with subordinates, students, staff, faculty and Canada Post officials.

Possession of a valid Province of Newfoundland and Labrador driver's licence.

**0108**

**1989.03.03**

**Revised: 2004.01.05**