



## MAIL SERVICES SUPPORT CLERK

**JC:** CA111  
**PG:** 021  
**FLSA:** Non-Exempt

**BU:** 5 (SEIU)  
**Created:** January 1988  
**Revised:** September 2021

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, performs a variety of office services duties including mail processing, record processing, forms processing, messenger, and basic office support functions in support of District activities; operates an on-line or personal computer, postal stamping equipment, envelope inserting equipment, mail addressing equipment; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This class is responsible for independently providing a variety of office services duties following established guidelines. Incumbents are required to independently plan, coordinate and perform office services in a timely, efficient and responsive manner. In addition, this class is responsible for maintaining a centralized record keeping center and filling forms and records requests in assistance to various departments. This class is distinguished from other office support classes in that the duties relate primarily to delivering and processing mail, and forms and records processing in a warehouse environment, and providing messenger service rather than providing typing, filing, and other clerical support to a specific office or function.

### **REPORTS TO**

Mail Services Supervisor

**EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Organizes and coordinates the pick up and delivery of correspondence, documents, record boxes, paper, business forms, batch mailing jobs, and other materials by driving a motor vehicle among various District facilities, the post office, shops, satellite offices, and other locations in a timely, responsive and efficient manner.
2. Sorts and delivers interoffice mail; picks up mail from District offices for processing or delivery; weighs and applies appropriate postage to outgoing mail.
3. Prepares forms for certified mail.
4. Prepares large mailing for stamping using postal software for addressing, and occasionally stuffs envelopes using an envelope inserter system.
5. Performs the necessary research to ensure mislabeled or unclearly labeled packages and mail items are delivered to the appropriate department and/or staff.

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6. Receives, inspects, unpacks, and shelves District business forms and records.
7. Fills business forms and records requests for District staff upon presentation of appropriate forms and documentation.
8. Inventories forms on hand to determine the need for reorder.
9. Enters and retrieves data from an on-line or personal computer system, following established formats; prepares and updates a variety of reports, which may require the use of arithmetic calculations.
10. Moves records to and from District long term storage areas; performs various messenger and chauffeuring services as requested.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Basic office procedures, including arithmetic and record keeping.
- Basic inventory and stocking practices.
- Equipment used in a central mail room setting, including package tracking scanners and mailing machine.
- Methods and practices used in receiving, storing and issuing materials, records, mail and freight.
- Safety precautions related to the work, including methods of lifting and moving heavy objects with proper equipment.
- Policies and procedures pertaining to the work.
- Safe driving practices.
- Related state and local traffic laws and parking regulations.

#### **Skill in:**

- Organizing, coordinating and prioritizing work activities.
- Providing courteous, patient, helpful and positive attitude when dealing with customers.
- Operating and adjusting a variety of mail processing equipment.
- Using an on-line or personal computer to input and retrieve data.
- Using initiative and sound independent judgement within established guidelines. Understanding and carrying out written and oral instructions.
- Maintaining basic work records and making accurate arithmetic calculations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Driving a motor vehicle safely.
- Quickly learning District, department and staff names and facility locations.

### **MINIMUM QUALIFICATIONS:**

#### **Education**

Possession of a high school diploma, GED or recognized equivalent.

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### Experience

Two (2) years of (full-time equivalent) verifiable general office services experience which included processing of mail, records, supplies and forms and word processing and at least one (1) of the two years must have included experience working in a centralized mailroom setting with responsibility for servicing multiple sites.

### Substitution

None.

### **Other Requirements:**

Must possess a valid California driver's license and a satisfactory driving record.

Must be able to lift objects weighing up to 75 pounds on a regular basis.

Must be physically able to stand, stoop, climb step ladders and reach to file and retrieve records on a regular basis.

Must be physically able to walk, stand or sit for prolonged periods of time.

### **WORKING CONDITIONS**

#### Environmental Conditions

Office environment; field environment; shop environment; warehouse environment; exposure to computer screens; and inclement weather conditions.

#### Physical Conditions

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time, lifting objects weighing up to 75 pounds, and climbing step ladders.

**BART EEO-1 Job Group:** 6000 - Clerical  
**Census Code:** 5420 – Information and Records Clerks  
**Safety Sensitive:** No