



Mail Services Supervisor

Category: Classified/Excluded
Pay Grade: C22
Job Code: 18520

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

This is supervisory work with delegated administrative responsibility. The area of assignment is under the Clerk of the Circuit Court. An employee in this position is responsible for staff working in two separate mail service locations providing oversight for a countywide centralized mail service operation. Employees in this class are responsible for planning, assigning, monitoring and reviewing the work of subordinate personnel assigned to pick-up, deliver, weigh, stamp, and sort interoffice as well as official mail. Independent work decisions are made based on experience and knowledge of departmental operations, overall County operations knowledge, and U.S. Postal Rules. A supervisor in this class must make independent decisions as they are responsible for the management of two office locations with no direct higher-level management on site at these locations. This position also has contact with many County departments and judicial offices. It is expected that the supervisor in this position cultivate relationships with these agencies and serve as an ambassador of good will for the Clerk's Office.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, assigns, monitors and reviews the work of moderate size staff in the centralized mailroom consisting of multiple locations; evaluates and documents the performance of subordinate personnel;
- Provides information and services to other Appointing Authorities within Pinellas County;
- Prepares and processes departmental payroll;
- Balances, verifies cash till daily regarding stamp purchases made by employees;
- Works closely with staff to resolve employee related issues and to build a strong team;
- Writes and conducts staff evaluations;
- Establishes goals and priorities for the work group while striving to minimize time and costs;
- Determines courier routes, supervises courier pick-up services and deliveries, as well as performs routine mail clerk duties when required;
- Makes minor repairs and adjustments on mailroom equipment and arranges for mailroom equipment servicing and repair;
- Rides with the couriers or goes on runs with the mail clerks to evaluate departure/arrival times for the purpose of updating schedules and procedures;
- Prepares refunds on mail processed by damaged meter machines and records and processes monthly mail service billings;
- Creates and maintains accurate pricing rate lists for the County departments use and informs same on updates in compliance with the USPS, UPS, and FedEx regulations;
- Trains personnel in coordination with department management regarding delivery and mailroom procedures;
- Makes immediate decisions responding to customer inquiries and issues that could affect or impact mail services operations;

- Assists in gathering data for budget preparation, prepares departmental reports and keeps related records;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

High School diploma or an acceptable equivalency diploma (GED); three (3) years of experience in mailroom activities or indirect line supervision; or Associate's degree, plus one (1) year of experience as described above, or an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength sufficient to carry items normally distributed by the mail service.
- Other highly desirable knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles of office management and supervision;
- Knowledge of laws and rules of procedure related to internal and official mail services;
- Knowledge of operating departments and their locations within the County government;
- Knowledge of automated office procedures and practices;
- Skill in coaching, counseling and assisting employees to overcome job problems or performance deficiencies;
- Ability to maintain public relations in an effective, tactful and courteous manner;
- Ability to make sound decisions in accordance with laws and regulations and apply these to work problems;
- Ability to plan, organize and supervise the work of subordinates;
- Ability to provide information clearly and concisely, orally and in writing;
- Ability to develop effective office work procedures and training programs and prepare statistical tabulations and reports;
- Ability to train and supervise the work of subordinate employees; and
- Ability to understand and provide information both orally and in writing.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Mental acuity:** Ability to make rational decisions through sound logic and deductive processes.

- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.