



PERSONNEL COMMISSION

Class Code: 5144
Salary Range: 16 (C1)

MAIL/SWITCHBOARD SERVICES ASSISTANT

JOB SUMMARY

Under the direction of the Mail/Switchboard Services Supervisor, receive, sort, process and distribute incoming mail to District sites; serve as a District receptionist and operate a centralized telephone switchboard system; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Receive, sort, process and distribute incoming mail to District sites; authorize incoming deliveries; record shipping information and maintain related records. **E**
- Prepare and process mail and packages for shipment; weigh items, assess proper insurance and complete required paperwork; drive a District vehicle to load, pickup and deliver mail and packages to District sites; utilize proper lifting techniques. **E**
- Separate and load mail cart; mail; pick up and deliver mail to District offices according to established time lines. **E**
- Process outgoing mail according to established guidelines and procedures; assure proper postage, addressing and certification of mail in accordance with U.S. Postal Service requirements and regulations. **E**
- Register, insure and certify letters and parcels requiring special handling; follow-up with vendors concerning status of tracked items. **E**
- Maintain a variety of records and files related to work performed including inventory, receiving documents, postage usage and receipts. **E**
- Operate a postage meter, processing machine, scale and other mailroom machines, equipment and tools; operate a variety of office equipment including a fax machine, copier, typewriter, computer and assigned software. **E**
- Perform routine maintenance to assigned equipment; install meters and fill ink and water levels. **E**
- Maintain and safeguard District postage meter; maintain accurate accounting of postage expenses. **E**
- Serve as a District receptionist and operate a centralized telephone switchboard system; provide information and assistance to callers; answer and direct phone calls to appropriate personnel; greet and direct visitors at the District Administration Building. **E**

- Prepare, develop, and maintain telephone and fax number lists and related District information; maintain current knowledge of District personnel titles, names, departments and general duties to assure effective routing of calls. ***E***
- Notify Supervisor or appropriate Maintenance personnel of telephone system malfunctions. ***E***
- Assist Mail Delivery Drivers with delivery problems and vehicle breakdowns; notify school sites and District offices of delivery delays. ***E***
- Attend meetings, conferences and vendor training programs to maintain current knowledge of mail policies, regulations and technological developments. ***E***
- Provide work direction and guidance to assigned staff in the absence of the Mail/Switchboard Services Supervisor. ***E***
- Assist in the development and implementation of mail delivery routes.
- Research locations of District personnel; redirect mail as necessary; label mail trays.
- Observe and report suspicious packages to supervisor or appropriate District personnel.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

An incumbent in this classification participates in the daily operations of the District mailroom and centralized telephone switchboard system at the District Administration Building. Incumbents receive, sort, process and distribute incoming mail and packages to District sites and serve as a District receptionist at the District Administration Building.

EMPLOYMENT STANDARDS

Knowledge of:

Methods, practices, procedures and equipment used in the receipt, processing and delivery of inter-office and U.S. mail.

Operation of manual and automated mail processing machines.

Operation of a centralized telephone switchboard.

Telephone techniques and etiquette.

Current U.S. Postal Service rates for various classes of mail.

Operation of office equipment including a computer and assigned software.

Record-keeping and filing techniques.

Proper lifting techniques.

Modern office practices, procedures and equipment.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Basic math.

Ability to:

Receive, sort, process and distribute incoming mail and packages to District sites.
Operate manual and automated mail processing machines and other mailroom equipment.
Operate a centralized telephone switchboard.
Learn District organization, operations, policies and objectives.
Operate a variety of office equipment including a computer and assigned software.
Maintain accurate records and files.
Interpret, apply and explain rules, regulations, policies and procedures.
Understand and follow oral and written instructions.
Meet schedules and timelines.
Add, subtract, multiply and divide quickly and accurately.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

Education and Training:

Graduation from high school.

Experience:

Sufficient training and experience to demonstrate the knowledge and abilities listed above.

Experience operating a multi-line telephone system, working in a mailroom, or delivering mail is desirable.

Any other combination of training and/or experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Valid California Class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Indoor and outdoor environment.
Constant interruptions.
Driving a District vehicle to conduct work.
Working around and with machinery having moving parts.
Seasonal heat and cold and adverse weather conditions.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard and a variety of mailroom and office equipment.

Seeing to read a variety of materials.

Hearing and speaking to exchange information in person and on the telephone.

Lifting, carrying, pushing and pulling heavy objects and carts (39 pounds or more).

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

Walking.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 2/4/2010