

Job Description

Job Title:	Bulk Mailing Specialist/Mail Room Lead Hand
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 2019

Primary Purpose

The Bulk Mailing Specialist/Mail Room Lead Hand works with the supervisor to maintain efficient mail delivery throughout campus. This position is responsible for route sheets, finding lost packages, solving mailroom issues, along with supprting the processing of multiple bulk mailing shipments weekly.

Key Accountabilities

Bulk Mailing

- Supports bulk mailing of oversized and letter mail, which includes processing bulk mailing and sorting inserts, such as the Canadian Math Competition.
- Operates and is responsible for the setup and minor maintenance of multiple pieces of mail processing equipment. This includes the PHL Office Mailer, Label-Aire print and apply, Neopost MemJet, Ilapak Poly Bagger, HS 65 Strapping Machine, Bantam Paper counter and Surefeed inserters.

Mailroom Operations

- Maintains accurate route sheets and mail slot labels.
- Assists in sorting, looks up mail delivery.
- Maintains familiarity with all of Canada Post guidelines and systems.
- Supports the Manager, Central Stores with creating quotes and proposals for the purchase of new machinery.
- Provides functional direction to the Freight and Mail Delivery Associates in their day-to-day work.

Lift Truck Instructor

- Trains Central Stores and University staff in the theory and practical aspects of lift truck operation.

Customer Service

- Provides quotes to customers for mail service and material costs.
- Responds to inquiries from University staff and external vendors regarding mailing.
- Commits to professional and exceptional customer service.
- Ensures all customer inquiries are handled in a professional and timely manner and when customers are redirected to another staff, ensure customer is not left without service.
- Posts periodic updates on the Central Stores social media platforms.

Other Duties

- Provides coverage or additional support in other areas as required, in accordance with the Department's business needs.
- Performs other duties and assists with special projects, as assigned.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

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safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education <ul style="list-style-type: none">• Post-secondary degree or diploma or equivalent education and experience
Experience <ul style="list-style-type: none">• 5 years of experience in a material handling environment including demonstrated leadership experience, providing functional direction and mentoring others• Demonstrated Lift Truck experience
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proficiency in MS Word and Excel• Ability to learn and use multiple software systems for each machine.• Mechanically inclined to perform minor repairs and alterations on machines• Excellent written and verbal communication skills• Strong interpersonal and relationship-building skills• Excellent organizational skills with the ability to prioritize• Ability to clearly present information to others Demonstrated leadership – directing and training others.• Demonstrated ability to lift 75 pounds• Demonstrated ability to perform daily repetitive lifting

Nature and Scope

- **Contacts:** The incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure effective positioning for the department. Frequent interaction with Canada Post, equipment vendors and service technicians.
- **Level of Responsibility:** Provides functional direction to the freight and mail delivery associates to ensure working within customer and business unit timelines. Trains new workers to ensure safety procedures are being followed.
- **Decision-Making Authority:** Delegates workloads and handles minor route changes. This position is expected to work independently, and has decision making authority for the items outlined above.
- **Physical and Sensory Demands:** Will be required to lift 75 pounds. There is daily repetitive lifting. Must handle changes to daily routine. Must have a high attention to detail in a distracting environment.
- **Working Environment:** Primarily warehouse based and will be exposed to the elements. Must be able to meet deadlines and work extended hours when necessary.