

Job Description

Job Title:	Bulk Mailing Coordinator
Department:	Central Stores
Reports To:	Director, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 2019

Primary Purpose

The Bulk Mailing Coordinator operates the university bulk mailing house and is responsible for estimating, processing and billing multiple projects for internal and external clients.

Key Accountabilities

<p>Bulk Mailing</p> <ul style="list-style-type: none"> • Schedules jobs as they arrive. • Labels and/or stuffs and sorts large volume mailings following Canada Post guidelines. • Processes over 1 million pieces of oversized mail per year. • 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.
<p>Confidential Letter Insertion</p> <ul style="list-style-type: none"> • Processes all hard copy checks, invoices, T4s, registrar refusals. • Handles confidential information on a daily basis.
<p>Canadian Math Competition</p> <ul style="list-style-type: none"> • Prepares each unique package for the Canadian Math Competition for mailing. • Works with the Math Competition team on inventory control to ensure appropriate packages are there are on time • Resolves labelling and packaging issues.
<p>Customer Service</p> <ul style="list-style-type: none"> • 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
<p>Other Duties</p> <ul style="list-style-type: none"> • 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 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/diploma in a related field or equivalent education and experience
Experience <ul style="list-style-type: none">• 5 years of experience in a material handling environment, including significant experience with bulk mailing.• Experience with the Canada Post Electronic Statement of mailing program and third party mailers is preferred.
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 ability – directing and mentoring others• Demonstrated ability to lift up to 75 pounds• Demonstrated ability to perform repetitive lifting

Nature and Scope

- **Contacts:** High level of customer service with internal and external clients. Frequent interaction with Canada Post, equipment vendors and service technicians. The incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure positive positioning for the department.
- **Level of Responsibility:** Provides direction to staff supporting bulk mailing during peak times. Ensures timely and accurate mailing both on and off campus
- **Decision-Making Authority:** Provides estimates pricing, and daily and weekly prioritization of workload, according to customer and business unit deadlines.
- **Physical and Sensory Demands:** Will be required to lift up to 75 pounds. Must be able to perform repetitive lifting. The position requires high attention to detail.
- **Working Environment:** Mailroom based with limited exposure to the elements. Must be able to meet constant deadlines, react quickly to changes in daily routine and work extended hours during peak times.