

Job Description

Job Title:	Mail Service Specialist
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	August 2019

Primary Purpose

The Mail Service Specialist handles the University's outgoing mail processing. This includes first class mail, parcel mail, mail returns, mail adjustments, postage due mail, Xpresspost mail, library rate mail, Delivery Net (USA and International), Inter University Transit System (IUTS) mail (incoming and outgoing), library books via IUTS, business reply mail and mail delivery within the department.

Key Accountabilities

Sort and Meter Mail

- Sorts and meters all outgoing first class mail leaving the university using mail metering.
- Maintains an accurate count for billing of each department for their first class postage.
- Tracks business reply mail and bills back to the respective departments.
- Processes Xpresspost and Library Rate mail using Canada Post Electronic Shipping Tools software.
- Generates bills of lading for Canada Post using Canada Post software.
- Compiles spreadsheet of monthly output including incoming and outgoing mail numbers and shipping totals for manager review.

Inter University Transit System (IUTS)

- Prepares and generates the outgoing IUTS library books daily and the IUTS general mail twice weekly using the assigned Canpar courier software and procedures.
- Sorts and processes incoming IUTS books for various campus libraries.

Customer Service

- 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

Other Duties

- Distributes internal mail delivery within Central Stores
- Assists with bulk mailing section when required.
- Prints all booking requests for the Truck Drivers to set up events.
- Acts as a cashier along with the Department Administrator for all university surplus sales.
- Acts as a backup for the Department Administrator.
- 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.

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**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">• Some post-secondary education or equivalent education and experience
Experience <ul style="list-style-type: none">• 1-3 years in a mailroom environment
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proficiency in MS Word and Excel• Knowledge of Canada Post regulations• Experience using Neopost Mail Metering Machine and NeoMas is an asset• Excellent written and verbal communication skills• Strong interpersonal and relationship-building skills• Excellent organizational skills with the ability to prioritize• Demonstrated ability to lift up to 50 pounds.• Demonstrated ability to stand for long periods of time

Nature and Scope

- **Contacts:** The incumbent maintains excellent relationships with Canada Post staff, customers (staff, faculty, and students) to ensure effective positioning for the department.
- **Level of Responsibility:** Accountable for up to \$60,000 in postage on the metering machine. Responsible for high levels of accuracy.
- **Decision-Making Authority:** This position is expected to work independently, must prioritize daily workloads to meet Canada Post schedules.
- **Physical and Sensory Demands:** Requires high attention to detail for billing purposes. Will be required to lift 50 pounds. Requires standing for long period of time.
- **Working Environment:** Mail room based. Must be able to process all outgoing mail before end of day.