

**MAIL AND PRINT SERVICES CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent of this position is responsible for the coordination and operation of print and mail services within the Central Services Department. The work performed involves high-quality customer service while processing incoming and outgoing mail in accordance with specific post office procedures; the work is performed under the general supervision of an administrative supervisor. Supervision may be exercised over the work of student employees. Does related work, as required.

**TYPICAL WORK ACTIVITIES:**

Operate advanced electronic printers/copiers, computer, mail, and related equipment to process centralized print and mail service requests and projects;  
Print, collate, fold cut, staple, glue, laminate, and bind printed materials as requested;  
Ensure customer services needs are handled and met in a timely manner;  
Coordinate the purchase, storage and distribution of centralized supplies;  
Receive, sort, store, log and distribute packages to departments and workstations;  
Monitor, sort, deliver incoming mail to all departments, and check for quality, condition and accuracy of incoming mail;  
Process outgoing mail of various classes and rates according to specifications;  
Research shipping rates and product costs to comply with College purchase procedures;  
Monitor, collect and maintain postage usage data to assist in the determination of correct chargebacks of postage to operating budgets within the agency and assist with billings, mail and related projects for various departments;  
Maintain a variety of activity records;  
Perform variety of related clerical functions and routine cleaning and preventative maintenance on mail and print machinery, make minor repairs and/or adjustments as needed;  
Confer with sales and technical representatives on equipment maintenance and repairs;  
May oversee work study staff to ensure workflow and productivity;  
Assist supervisor and Central Services team in assessing departmental effectiveness and contribute to process improvement;  
Prepare and pack goods for outgoing shipping or delivery, check for quality, condition and accuracy of incoming packages;  
Oversee delivery of mail and materials to off-site locations;  
Load and unload vehicle;  
Operate motor vehicle to deliver and pick up supplies, mail, packages and materials to and from various school buildings;  
Assist with maintenance of vehicle records and related invoices.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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### **FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL**

**CHARACTERISTICS:** Ability to learn routine office procedures; ability to organize, prioritize, and manage multiple projects simultaneously with minimal amount of supervision; ability to do simple arithmetical computations; ability to get along well with others; initiative, resourcefulness, dependability, tact, courtesy, oral and written communication skills, basic computer knowledge, and a commitment to diversity, inclusion, and sustainability; ability to learn the operation of mail processing equipment, basic computer functions, printers, and related print services machines; mechanical aptitude, physical condition commensurate with the demands of the job.

The physical demands and work environment characteristics described here are representative of those that must be met or encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk and talk or hear; and use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally climb or balance, stoop, kneel, crouch or crawl.

The employee must frequently lift up to 50 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee may occasionally be required to operate a motor vehicle.

The noise level in the work environment is moderately noisy.

### **MINIMUM QUALIFICATIONS:**

A. Possession of an Associate's degree or higher

**OR:**

B. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and one (1) year of experience in operating office equipment, working in an office setting or in a customer service position.

**SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:** Possession of a valid NYS Driver's license.

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class

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