

MAIL SERVICES SUPERVISOR

Job Code	Pay Grade
18520	CL14

Nature of Work

This is supervisory work with delegated administrative responsibility. The area of assignment is under the Clerk of the Circuit Court. An employee in this position is responsible for staff working in two separate mail service locations providing oversight for a countywide centralized mail service operation. Employees in this class are responsible for planning, assigning, monitoring and reviewing the work of subordinate personnel assigned to pick-up, deliver, weigh, stamp and sort interoffice as well as official mail. Independent work decisions are made based on experience and knowledge of departmental operations, overall county operations knowledge, and U.S. Postal Rules. A supervisor in this class must make independent decisions as they are responsible for the management of two office locations with no direct higher level management on site at these locations. This position also has contact with many county departments and judicial offices. It is expected that the supervisor in this position cultivate relationships with these agencies and serve as an ambassador of good will for the Clerk's Office.

Minimum Qualification Requirements

- 3 years of experience in mailroom activities or indirect line supervision; or
- Associate's degree, plus 1 year of experience as described above, or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength sufficient to carry items normally distributed by the mail service.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, assigns, monitors and reviews the work of moderate size staff in the centralized mailroom consisting of multiple locations; evaluates and documents the performance of subordinate personnel.
- Provides information and services to other Appointing Authorities within Pinellas County.
- Prepares and processes departmental payroll.
- Balances, verifies cash till daily regarding stamp purchases made by employees.
- Works closely with staff to resolve employee related issues and to build a strong team.
- Writes and conducts staff evaluations.
- Establishes goals and priorities for the work group while striving to minimize time and costs.
- Determines courier routes, supervises courier pick-up services and deliveries, as well as performs routine mail clerk duties when required.
- Makes minor repairs and adjustments on mailroom equipment and arranges for mailroom equipment servicing and repair.
- Prepares refunds on mail processed by damaged meter machines and records and processes monthly mail service billings.
- Trains personnel in coordination with department management regarding delivery and mailroom procedures.
- Assists in gathering data for budget preparation, prepares departmental reports and keeps related records.
- Performs related duties as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles of office management and supervision.
- Knowledge of laws and rules of procedure related to internal and official mail services.
- Knowledge of operating departments and their locations within the county government.

MAIL SERVICES SUPERVISOR (continued)

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Knowledge, Skills, and Abilities (continued)

- Knowledge of automated office procedures and practices.
- Skilled in coaching, counseling and assisting employees to overcome job problems or performance deficiencies.
- Ability to maintain public relations in an effective, tactful and courteous manner.
- Ability to make sound decisions in accordance with laws and regulations and apply these to work problems.
- Ability to plan, organize and supervise the work of subordinates.
- Ability to provide information clearly and concisely, orally and in writing.
- Ability to develop effective office work procedures and training programs and prepare statistical tabulations and reports.
- Ability to train and supervise the work of subordinate employees.
- Ability to understand and provide information both orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
9/12	Administrative Support	Classified/Excluded