

JOB TITLE: Mail Services Technician
PAY GRADE: CL 17
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, coordinates the postal operation of the District mail room; and provides support to faculty and staff, as needed.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receives, sorts, and distributes incoming letters, packages, interoffice and intra-campus communications, supplies, equipment and other materials to appropriate District sites and staff members; signs and records receipts for merchandise received from various vendors; inspects incoming packages for security and/or damage and takes appropriate action.
2. Operates and maintains mail processing equipment and various mail scales; calculates postage for outgoing mail; maintains current knowledge of United States Postal Service (USPS) mail regulations.
3. Prepares special service and various commercial mail and parcel delivery services using appropriate forms; prepares bulk mail for acceptance by the USPS; prepares pre-sorted mail for pickup by various commercial mail and parcel delivery services.
4. Serves as liaison between the District and external governmental and non-governmental agencies and organizations related to District mail room operations; attends USPS training classes; provides recommendations and/or strategies to manager regarding maximizing cost-effectiveness of District mail room services.
5. Develops and prepares various forms for processing mail; maintains files of proof of receipt forms completed for certified, insured, and overnight mail and various USPS forms.
6. Utilizes spreadsheet packages/applications to develop and maintain various computerized records of District mail room operations and processes; updates mailing database.
7. Assists adjunct faculty members regarding various District processes and use of facilities and equipment; collects and distributes student assignments to instructor boxes; assembles, organizes, and maintains adjunct faculty mailboxes.
8. Maintains accurate listings of residences and businesses within District boundaries; generates postage account reports for postage chargebacks to various District programs and/or organizational units.
9. Maintains District mail room supplies, materials, and equipment.
10. Develops, maintains, and monitors budget for District mail room services; monitors postage accounts.
11. Develops and maintains written procedures for District mail room administration; provides orientation and training to District staff members regarding various mailing and mail management processes.

12. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
13. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Standard mail room operations and procedures.
- USPS rules and regulations.
- Computerized mail processing equipment operation.
- Principles and procedures of record keeping and filing.
- Basic mathematical concepts.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Coordinate the postal operations of the District mail room.
- Receive, sort, and distribute mail with speed and accuracy.
- Apply USPS postal regulations.
- Lift mail bin and packages up to 60 lbs. on a regular basis.
- Practice safety precautions, techniques, and procedures, including safe lifting techniques.
- Provide mail room support to faculty and staff.
- Perform arithmetic calculation of average to above average difficulty.
- Maintain accurate records and filing systems.
- Plan and organize work to meet changing priorities and deadlines.
- Utilize office and mail processing procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently or collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training:

- Equivalent to the completion of the twelfth grade or General Educational Development (GED).

Experience:

- One year of increasingly responsible mail processing experience.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.
- USPS Mail Piece Professional Certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met 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 job functions.

Environment: Work is performed primarily in a standard office setting; exposure to noise from mail room equipment.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or walk for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office and mail processing equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025