

MAIL OPERATIONS SUPERVISOR

DEFINITION

Plans, supervises, and is responsible for the distribution of United States and school mail for District schools and offices.

TYPICAL DUTIES

- Supervises Mail Services Unit personnel on day and evening shifts in the receipt and distribution of mail.
- Supervises and participates in the maintenance of daily records of registered, insured, and metered mail; mileage reports; and emergency postal expenditures of schools and offices.
- Supervises and assigns duties related to the pickup, facing, sorting, casing, processing, and distribution of incoming and outgoing mail.
- Supervises and participates in the preparation of budget estimates, requisitioning of supplies and equipment, screening of mail from organizations authorized to use school mail facilities, and the solution of special problems regarding the use of school and U.S. mail.
- Maintains payroll records, approves employee absences and vacations, evaluates employee job performance, and initiates other necessary employee personnel actions or documents.
- Answers questions on postal regulations and costs, investigates service complaints, and takes necessary action to resolve complaints and improve services.
- Maintains contacts with the United States Postal Office and implements postal regulations and procedures to ensure District compliance.
- Utilizes a computerized mail management system to track mail expenses by school and offices.
- Performs light maintenance on postal meters and mail-handling equipment and creates a service request if necessary.
- Sends updates to schools and offices on their current postage account balances.
- Advises operating departments on economical methods of preparing mail and on the purchase of mail materials.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Mail Operations Supervisor plans, organizes, supervises, and participates in the activities of the Mail Services Unit.

The Senior Mail Clerk provides work direction and assists on the afternoon and evening shifts of the central Mail Services Unit in sorting and distributing United States Postal and inter-office school mail for District schools and offices.

SUPERVISION

The Mail Operations Supervisor receives general direction from the Mail Operations Manager or an Assistant Truck Operations Manager. General supervision is exercised over the Senior Mail Clerk and Mail Clerks.

CLASS QUALIFICATIONS

Knowledge of:

Knowledge of mail management systems, such as the Business Manager Accounting System
United States postal regulations and procedures
District organization and policies related to mail processing
Locations of offices, schools, and personnel
Spreadsheet, word processing, and email computer software programs

Ability to:

Work under the pressure of deadlines and distracting conditions
Supervise effectively
Exercise good judgment in emergencies
Interpret rules, policies, and regulations
Maintain detailed records
Maintain effective relations with District and United States Postal Service employees and the public
Utilize various computer applications such as spreadsheet, word processing, and email computer software programs

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in supervision. Completion of the Los Angeles Unified School District's Organizational Excellence's Exceptional Supervisor Certificate Program I is preferable.

Experience:

Mail Operations Supervisor: Four years of experience in receiving, sorting, and distributing mail at a facility that processes at least 10,000,000 pieces of mail a year.

Special:

A valid California Driver License and the availability of private transportation, or the ability to use an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.