General Description
Under the general direction of the Manager, Mail Services, this position is responsible for the prompt and accurate receiving, sorting, delivery, pick up and processing of all mail items, such as interoffice mail, newspapers, magazines and all classes of the United States Postal Services (USPS) mail.

Examples of Duties
- Receives incoming mail and packages from the United States Postal Service (USPS) and interdepartmental mail.
- Sorts and delivers the mail and packages to the departments.
- Ensures that all outgoing mail and packages are properly labeled for mailing and prepared for processing by the Mail Services Clerk II.
- Verifies and corrects misdirected mail by using all available resources.
- Handles time sensitive, confidential and urgent packages and documents in accordance with established policies and procedures.
- Promotes excellence in customer service.
- Participates in cross-training and adheres to all safety procedures.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge and understanding of a broad range of office procedures and information.
- Knowledge in the use of mail processing equipment.
- Excellent customer service, written, oral, and organizational skills.
- Ability to work independently or within a team environment.
- Ability to use standard Microsoft Office software, such as Word and Excel.
- Ability to lift up to 55 lbs.
- Ability to develop and maintain working relationships.

Minimum GSU Hiring Standards
High school diploma or equivalent and one year of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.