General Description
Under general direction, this position is responsible for processing incoming and outgoing departmental mail using industry standard equipment.

Examples of Duties
- Receives, sorts, delivers, picks up, and processes all mail items, such as interoffice mail, newspapers, magazines and all classes of United States Postal Services (USPS) 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.
- Tracks accountable items, such as Priority, Express and Certified Mail, etc.
- Verifies and corrects misdirected mail by using all available resources.
- Reviews and sorts all outgoing mail and packages by the vendor depending on the classification and the method for processing in order to maximize postage discounts.
- Handles time-sensitive, confidential and urgent packages and documents in accordance with established policies and procedures.
- Promotes excellence in customer service.
- Records and tracks customer inquiries and the fulfillment of requests.
- Maintains the required logs and reporting documentation.
- 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; and ability to multi-task work duties.
- Ability to develop and maintain working relationships.

Minimum GSU Hiring Standards
Some college or high school diploma or GED with two years of experience in mail services; or a combination of education and related experience.