Georgia State University

Job Specification

Job Title:  Mail Services Specialist

BCAT Code:  09TXC4  Effective Date:  June 1, 2011
Pay Grade:  G12  FLSA Status:  Non-Exempt  Revision Date:  July 1, 2013

General Description
Under the general direction of the Assistant Director, Mail, Vending and Printing Services, this position is responsible for processing cash, check, PantherCash, and credit card transactions for the sale of United States Postal Service (USPS) products as well as third-party money orders at the Central Processing Unit (CPU).

Examples of Duties
- Ensures that outstanding customer service and a friendly environment is provided to the University community and general public.
- Supervises the assigned Mail Services CPU personnel; performs supervisory duties, such as hiring, training and development, and employee evaluation.
- Collects and reconciles the daily receipts of funds from the CPU Point of Sale (POS) system.
- Monitors various postage fund accounts to ensure that the proper amounts are available at all times.
- Monitors the use of P.O. boxes on campus, and assigns departments as needed.
- Maintains expert level knowledge of USPS postal policies, procedures, standards, services and pricing as well as best practices in the mail services industry.
- Tactfully and pleasantly answers customer questions and provides information on policies and procedures.
- Maintains an orderly appearance of the register area and keeps supplies stocked.
- Reviews and monitors the financial performance of assigned operations.
- Represents and promotes the interests and mission of the Auxiliary and Support Services in the assigned areas of responsibility.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge and understanding of USPS mail services regulations and operations.
- Knowledge of state of the art mail equipment, mail software, and mail accounting systems.
- Excellent written and verbal communication skills.
- Excellent customer service and positive supervisory skills.
- Effective time management and organizational skills.
- Ability to process information through register system.

Minimum GSU Hiring Standards
Bachelor's degree 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.

Office of Human Resources  Classification Section