

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 005189
Grade 17
FLSA: E**

MAIL SERVICES SUPERVISOR

DEFINITION OF CLASS:

This is supervisory work overseeing the centralized collection, processing and delivery of U.S. and inter-office mail for Montgomery County. Personal contacts are with Mail Clerks to provide guidance and evaluate performance; County personnel to provide/receive information; service contractors to monitor services, request/inspect repairs to mail equipment; and Postal Service officials to keep abreast on new postal rates, regulations, and procedures. An incumbent in this class offers no direct service or assistance to the public.

An employee in this class is responsible for supervising and participating in the receipt and distribution of U.S., outside delivery service, and interoffice mail. It is primarily manual, requiring the incumbent to operate computer-interfaced postal equipment and infrequently deliver mail. The employee also procures supplies, inspects mail room procedures, coordinates delivery of services, evaluates new technology and makes recommendations, writes contract specifications, trains and conducts performance appraisals of employees. General instructions are received pertaining to special situations or major changes in operations. Work is reviewed for adequacy, soundness, and quality of completed work. Although much of the work is of a routine nature, the employee is required to exercise close attention for the efficient delivery of all mail, safe operation of machinery, and adherence to sound economic practices regarding postage costs. Work is performed primarily in a semi-private office/mail room environment. The Mail Services Supervisor faces potential hazards of dangerous substances and is required to operate high speed equipment that requires attention to safety precautions. The Mail Services Supervisor is occasionally required to stand and handle mail for extended periods, move about and push, lift and move mail containers and other materials usually weighing 35 to 45 pounds, but sometimes weighing 50 to 75 pounds.

EXAMPLES OF DUTIES: (Illustrative Only)

- Plans and oversees unit operations and supervises unit personnel.
- Recommends the mail services annual budget and records and reports costs incurred and monitors approved budget.
- Maintains accurate cost accounting records of mail received and sent, including bar coding, presorting, overnight and mail express.
- Serves as principal point of contact for mail services for departments/agencies and advises on U.S. Postal Service rates and policies.
- Evaluates new technology and systems relating to mail processing and makes recommendations for selection/implementation.
- Prepares contract specifications for and administers contracts for support of in-house mail programs including bids for new equipment, courier services, bar coding services and material requirements.

- Coordinates and initializes responses to questionable parcels and letters which are determined by x-ray recognition or alertness training to be potentially 'at risk' for bio-hazards, explosives or other dangerous conditions which could harm County employees and assets.
- Receives incoming mail from U.S., outside delivery service, and inter-office mail.
- Sorts and groups U.S. and inter-departmental mail for delivery according to office location.
- Operates and maintains various pieces of equipment including automatic mailing machines, computerized accounting systems, U.P.S. manifest system, electronic scales, and addressing/mail inserting equipment.
- Inspects mail to determine that it is sealed or packaged properly and has required postage.
- Advises County personnel on most efficient and economic methods of preparing and sending mail.
- Maintains records of insured, certified, registered mail, and special delivery packages by obtaining signatures from addressees upon delivery.
- Maintains liaison with Postal Service officials to discuss mailing rates, preparation of mailings, and other matters pertaining to postal regulations.
- Regularly acts or participates in a variety of personnel actions, including but not limited to the selection, orientation, training and performance evaluation of subordinates, leave requests, promotion, counseling and disciplinary actions.
- Uses a computer and automated processes for various applications, such as email, word processing, spreadsheets, mailing/envelope labeling, postage changes and machine software updates.
- Operates a motor vehicle either to transport or pick up U.S. mail from U.S. Postal Services and receive and deliver inter-office mail.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of U.S. Postal Services rate schedules and applicable federal regulations for handling mail to supervise unit operations.
- Knowledge of organizations serviced to advise customers on unit capabilities for mass mailings and special jobs, and the full range of services available.
- Knowledge of operation and maintenance of automated mail processing equipment including computerized accounting systems and addressing and mail inserting equipment. This includes application of postage and software updates and report generation.
- Some knowledge of County roadways and geography to review and revise morning and afternoon routes to improve service or efficiency.
- Skill in using a computer and automated processes for various applications, such as email, word processing, spreadsheets and reports.
- Skill to operate and perform minor adjustments/repairs on automated mail processing equipment, including but not limited to a six-station inserting and mailing machine, computerized direct addressing and labeling equipment, scales, high-speed tabber, folder/pressure/sealer with inserter capability and x-ray machine.
- Skill in planning, scheduling, and supervising the work of mail services personnel.
- Some skill in English verbal communication to effectively exchange information with personal contacts.
- Ability to accurately perform arithmetic computations germane to mail processing operations.
- Ability to prepare and maintain work-related records, including computer generated records.
- Ability to drive safely.

MINIMUM QUALIFICATIONS:

Experience: Considerable (4 years) mail services experience.

Education: Graduation from high school or High School Certificate completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Ability: Ability to independently lift, push or move mail containers and other materials usually weighing 25 to 45 pounds, but sometimes weighing 50 to 75 pounds; such material handling equipment as a hand truck may be used.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.

Class Established: February 1973

Revised: January 1977

April 1981

May 1987

Classification Study: November 1994 (M)

Classification Study: November 2005 (M)

August 2013

Medical Protocol per OMS Review: October 2022