

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

**Code No. 005191
Grade 14
FLSA: N**

MAIL CLERK LEADER

DEFINITION OF CLASS:

This is a working leader class of work which involves leading and regularly participating in the provision of centralized mail services to all departments and agencies in Montgomery County. Personal contacts include Mail Clerk employees, to assign and review work, provide instruction and training, answer questions, and resolve problems; employees of all departments and agencies, to provide information and recommendations about special jobs or concerns, alternative mail options and costs, coordinate special mail pick up and delivery and pick up companies, to coordinate pick up and delivery services, answer questions about routine processes, and solve routine problems. Providing public service and assistance is incidental to the primary purpose of the work because the Mail Clerk Leader works primarily with other mail handlers in a centralized mail room.

An employee in this class primarily performs the work of a Mail Clerk. The balance of the time is spent overseeing the work of Mail Clerk employees; training them; maintaining work production and customer charge-back records; keeping current on and implementing new/revised Postal Service regulations; ensuring contracted services are provided by courier and package delivery and pick up companies; conducting preventive maintenance and performing a range of repairs of mail sorting, addressing and bundling equipment; and evaluating new equipment and postal procedures. The employee is supervised by a technically competent Mail Services Supervisor. Recurring work is performed by the employee without instruction and direct supervision. The employee is expected to solve routine problems. Work typically flows automatically to the employee. The employee's supervisor periodically spot checks the employee's work and the work of subordinate employees who sort, address, bundle, pick up and deliver mail, to ensure that completed work complies with U. S. Postal Service and County laws, regulations and procedures. The guidelines which pertain to the work of this occupational class are established and specific in nature, and numerous. The employee works in strict compliance with these guidelines after selecting the guidelines which pertain to specific situations. Significant deviation from established guidelines is authorized only with supervisory approval. The complexity of this class of work is characterized by the presence of related and well-defined steps, processes, and methods applicable to the mail delivery and pick up services provided, and the equipment which is used to deliver these services. The actions to be taken, the processes to be used, and the guidelines to be followed are normally readily apparent. The impact of properly performed work is realized through the timely training and prompt and procedurally correct mail services provided by subordinates, equipment maintained for maximum utilization and safety, and customer satisfaction. Finished work directly contributes to the reliable, cost effective and safe provision of mail services for all County departments and agencies. The large majority of work is performed in a mail room environment in the presence of mail handling equipment which presents some unpleasantness in the form of noise, dust and some dirt/grime/grease resulting from working with equipment and performing preventive maintenance and repair tasks. Work is occasionally performed outside the mail room when the employee travels by foot and/or vehicle to pick up and deliver mail. The Mail Clerk Leader faces

potential hazards of dangerous substances and is required to operate high speed equipment that requires attention to safety precautions. The Mail Clerk Leader is required to stand and handle mail for extended periods, move about and push, lift and move mail containers usually weighing 35 to 45 pounds, but sometimes weighing 50 to 75 pounds.

EXAMPLES OF DUTIES: (Illustrative Only)

- Leads employees in daily work activities of the unit. Trains them on new postal regulations and procedures and equipment, including preventive maintenance and some repair tasks.
- Participates in the employee selection process, including applicant interviews. Provides recommendations concerning employee work performance and selection.
- Serves as a key point of contact for those who come and/or call for mail room assistance.
- Adjusts or recommends adjustment of mail pick up and delivery schedules and other routine mail room activities based on the presence/absence of employees and special mail pick up arrangements.
- Periodically checks work performed by subordinate employees; implements corrective actions.
- Records, maintains, and reports costs.
- Advises employees from all County departments and agencies about alternative mailing options and related costs.
- Confers with postal employees concerning mailing rates, preparation of mailings, and other matters pertaining to the services provided by and the requirements of the U. S. Postal Service.
- Receives, sorts, picks up, and delivers incoming/outgoing interoffice and U. S. Postal Service mail, including but not limited to books, films, records and other bulky items.
- Drives a vehicle to various locations throughout the County to pick up and deliver mail.
- Determines postal costs for domestic and international mail.
- Operates and performs preventive maintenance and limited repair tasks on a variety of 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/presser/sealer with inserter capability and x-ray machine.
- Uses a computer and automated processes for various applications, such as email, word processing, spreadsheets, mailing/envelope labeling, postage changes and machine software updates.
- Helps prepare and check pre-sorted mail.
- Opens improperly addressed mail and reroutes appropriately.
- Charges postage due mail and business reply mail to proper office.
- Arranges for pick up and delivery of completed print shop jobs with courier service.
- Fills in for immediate supervisor during periods of supervisor's absence.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of U. S. Postal Service rate schedules.
- Experience operating a large addressing printer.
- Experience operating a six-pocket inserter.
- Knowledge of applicable Federal regulations for handling mail to lead unit operations.
- Ability to troubleshoot and repair machines.
- Strong customer skills.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience as a Mail Clerk performing the full range of duties associated with the class of work.

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

Equivalency: No equivalency.

Physical Ability: Ability to stand and handle mail for extended periods, move about and push, lift and move mail containers usually weighing 35 to 45 pounds, but sometimes weighing 50 to 75 pounds.

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 this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.*

*Positions assigned to the Department of General Services - Core Exam with Drug Screen.

Class Established: March 1998

Classification Study: November 2005 (M)

Classification Study: March 2009 (M)

April 2009

May 2010

August 2013

Medical Protocol per OMS Review: October 2022