# UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS

## MAIL SERVICES SUPERVISOR

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<th>CAREER LEVEL</th>
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<td>Single Career Level</td>
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<td>Non-Exempt</td>
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### NATURE OF WORK
- This classification supervises mail services staff, coordinates and schedules mail related projects, and maintains all related equipment.
- Work is primarily supervisory in nature, which requires incumbents to understand all aspects of the assigned area. Regularly performs the work and tasks as defined in lower levels.

### TYPICAL CLASS RESPONSIBILITIES
(These responsibilities are a representative sample of essential class duties; position assignments may vary.)

1. Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.

2. Supervises activities of mail services to include: administering policies, procedures, work flow, goals and objectives; training staff on proper work methods; monitoring and ensuring compliance with applicable Federal, State, and local laws, rules, and regulations; and, performing other related activities.

3. Manages and participates in the preparation and maintenance of records and/or other related documentation; prepares a variety of financial and operational records and reports.

4. Coordinates and participates in general mail services including pickup, delivery, sorting, processing, and preparing bulk mailings.

5. Answers complex department questions from internal agencies, external agencies, and customers.

6. Schedules and coordinates repairs for department equipment and/or vehicles.

7. Performs other duties of a similar nature or level.

### LEVEL OF DECISIONS

Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices. Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.

Determines the overall priority for the delivery of mail services to the University. Incumbents determine operational plans, procedures, and guidelines related to the delivery of mail services, and prioritize capital expenditures related to the repair and/or acquisition of new equipment.
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DIRECTION RECEIVED
- Incumbents work under minimal supervision, typically provided with general goals and objectives within assigned area.

DIRECTION PROVIDED
- Supervises one or more assigned staff by evaluating performance, assigning tasks, and recommending hiring, termination, and disciplinary actions. Approves the hiring and firing of student workers. May also supervise student workers. May handle the most complex issues requiring substantial knowledge of institutional operations.

TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

Incumbents assigned to this classification may be responsible for:
In addition to the CL2 level:
- Supervising and evaluating the performance of assigned staff.
- Prioritizing work tasks and major projects by scheduling staff and planning necessary materials, supplies and equipment.
- Updating and maintaining financial records, receipts, and estimated costs.
- Ordering supplies and equipment from approved sources and within established limits.
- Training staff on work procedures and the operation of mail equipment.
- Training department personnel on proper mail policies and procedures.
- Answering questions, solving problems and resolving complaints.

TRAINING AND EXPERIENCE
Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.
- Six months of specialized training or education beyond high school AND sufficient experience, including five years of mail service experience.

The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. Additional qualifying experience may substitute for the education required of the assigned position.

LICENSING REQUIREMENTS
Incumbents in this class may require appropriate licensure in the areas below if the incumbent performs duties requiring such licensure:
- Valid Maine driver’s license
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| KNOWLEDGE REQUIREMENTS | Classification knowledge requirements:  
|------------------------|--------------------------------------------------|
|                        | • Customer service principles;  
|                        | • Supervisory principles;  
|                        | • English language;  
|                        | • Principles, operations and procedures of mail operations;  
|                        | • Safe work methods;  
|                        | • Commercial shipping methods, terminology and equipment;  
|                        | • UPS, Federal Express and US postal service rules and regulations;  
|                        | • Training principles;  
|                        | • Applicable Federal, State, and local laws, rules, and regulations;  
|                        | • Recordkeeping principles;  
|                        | • Computers and related software applications. |

| SKILL REQUIREMENTS | Classification skill requirements:  
|--------------------|-----------------------------------|
|                    | • Providing exemplary customer service;  
|                    | • Prioritizing and assigning work;  
|                    | • Monitoring and evaluating employees;  
|                    | • Training employees on proper work methods;  
|                    | • Operating a variety of modern office and mail services equipment;  
|                    | • Applying Federal, State, and local laws, rules and regulations;  
|                    | • Maintaining operational and financial records;  
|                    | • Using a computer and related software applications;  
|                    | • Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction. |

| PHYSICAL REQUIREMENTS | Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingerling, grasping, feeling, talking, hearing, seeing and repetitive motions.  
|-----------------------|------------------------------------------------------|
|                       | Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.  
|                       | Incumbents may be subjected to vibrations, fumes, odors, dusts, environmental hazards and intense noises. |

| CLASSIFICATION HISTORY |  
|-----------------------|----------------------------------------------------|
| DATE                 | COMMENT    |
| 5/2/12               | Final      |

*The above classification specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.*