

**APPROVED**

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

DEC 31 1987

CLASSIFICATION SPECIFICATION

Department of Personnel  
Administration

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I. MAIL CLERK SERIES:

Mail Clerk II  
Mail Clerk III

II. SUMMARY OF SERIES:

Incumbents of positions in this series sort incoming mail for distribution; distribute and collect mail; weigh mail to determine proper postage; carry bags and parcel post to assigned destinations; and perform related work as required.

The basic purpose of this work is to receive and deliver all incoming and outgoing agency mail.

III. ORGANIZATIONAL LEVELS:

Mail Clerk II is the first-level clerical job in this series.

Mail Clerk III is the first-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Sorts incoming mail for distribution according to destination and type, such as bills, payments and correspondence; distributes and collects mail from agency offices for delivery to mail room for processing; and opens envelopes by hand or machine before distribution to identify agency destination and to stamp date and time of receipt.
2. Examines outgoing mail and packages for appearance, sealing envelopes and tying parcels when necessary; weighs outgoing mail and packages on scales; and determines correct postage based on weight and destination; and applies proper postage to such mail by hand or by using a postage meter.
3. Maintains records on such matters as amounts of postage used and regular, certified, registered and insured mail processes.
4. Provides on-the-job training to newly employed personnel regarding the policies and procedures governing mail control.
5. Performs related duties such as answering inquiries pertaining to mail regulations and procedures; making recommendations for improvements to mail handling and distribution; cleaning scales, postage meters and other mailroom equipment to keep them operating properly; and orders supplies and materials for the mail room.

6. Based on assignment, may collate and/or fold letters and bulletins before inserting in envelopes using hand collators, folding machines, inserting machines, etc.
7. Based on assignment, may address outgoing correspondence or parcels by hand or by using an addressing machine or hand stamps.
8. Based on assignment, may operate state vehicle in connection with the collection and distribution of mail; and makes minor repairs to mail-handling equipment such as postage meters.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Mail Clerk III:

Incumbents of positions at this level also:

1. Receive and investigate complaints concerning mail delivery, mail theft and lost mail from agency personnel.
2. Determine inventory levels for mail room stock to insure continuity of supplies.
3. Establish schedules and procedures for mail collection and delivery so that services are timely and cost effective.
4. Arrange for major repairs of mail room equipment by calling vendor service personnel.
5. Contact vendors to obtain prices and information on equipment to be leased or purchased.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with personnel in own agency and with U.S. Postal Service employees.

VII. SUPERVISION RECEIVED:

Mail Clerk II:

Incumbents of positions at this level receive direct supervision from Mail Clerks or other employees of higher grade who provide procedural guidance, assign work and review performance through written and verbal reports and inspection for effectiveness and compliance with standard procedures.

Mail Clerk III:

Incumbents of positions at this level receive general supervision from employees of higher grade who provide policy guidance, assign work and review performance through written and verbal reports for effectiveness and compliance with agency laws, rules and regulations.

VIII. SUPERVISION EXERCISED:

Mail Clerk II:

Incumbents of positions at this level exercise functional supervision (i.e. over certain but not all work activities, or over some or all work activities on a temporary basis) over 1-5 personnel engaged in mail room activities.

Mail Clerk III:

Incumbents of positions at this level exercise direct supervision (i.e. not through an intermediate level supervisor) over, assign work to and review the performance of 1-10 personnel engaged in mail room activities.

IX. WORKING CONDITIONS:

Mail Clerks usually work indoors; lift and carry heavy objects; and may drive a state vehicle and travel for job-related purposes.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Ability to understand and apply the laws, rules, policies and procedures governing assigned unit activities.
2. Ability to follow oral and written instructions.
3. Ability to read, write and comprehend the English language.
4. Ability to assemble items of information in accordance with established procedures.
5. Ability to work accurately with names, numbers, codes and/or symbols.
6. Ability to perform arithmetical calculations (addition, subtraction, multiplication and division) with speed and accuracy.
7. Ability to operate mail-handling and processing equipment such as postage meters, scales and addressing machines.
8. Ability to establish and maintain harmonious working relationships with others.
9. Ability to lift and carry heavy objects.

Based on assignment, the following qualifications may be required at hire for all levels in series:

1. Ability to operate a motor vehicle.

Additional qualifications required at hire for Mail Clerk II positions:

1. Knowledge of the types and uses of mail-processing and handling equipment.
2. Knowledge of the types and classes of mail.
3. Ability to maintain accurate records.
4. Ability to give oral and written instructions in a precise and understandable manner.
5. Ability to lead a group of workers.

Additional qualifications required at hire for Mail Clerk III positions:

1. Knowledge of standard maintenance procedures followed in connection with mail-processing and handling equipment.
2. Ability to communicate effectively in oral expression.
3. Ability to deal tactfully with others.
4. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, policies and procedures governing assigned unit activities.
2. Knowledge of the types and uses of agency forms.
3. Knowledge of Federal laws, rules and regulations governing postal services.
4. Knowledge of the types and uses of mail processing and handling equipment.
5. Knowledge of the types and classes of mail.

Additional qualifications acquired on job in Mail Clerk II positions:

1. Knowledge of standard maintenance procedures followed in connection with the operation of mail-processing and handling equipment.

Additional qualifications acquired on job in Mail Clerk III positions:

1. Knowledge of agency procedures and guidelines governing the purchase of supplies, materials and equipment.
2. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Mail Clerk II:

Applicants must have at least (A) one year of full-time, or equivalent part-time, experience in office work or in work in which the processing of incoming and/or outgoing mail (for example, delivering, sorting, weighing, metering, etc.) was a major duty.

Mail Clerk III:

Applicants must have at least (A) two years of full-time, or equivalent part-time, experience in office work or in work in which the processing of incoming and/or outgoing mail (for example, delivering, sorting, weighing, metering, etc.) was a major duty.

XIII. SPECIAL REQUIREMENTS:

Based on assignment, possession of a current and valid Massachusetts Class 3 Motor Vehicle Operator's License.

Occupational Group 15

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