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**JOB DESCRIPTION: POSTAL CLERK**


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<b>DEPARTMENT:</b>	Board of Trustees/General Counsel	<b>REPORTS TO:</b>	Manager, Records & Facilities
<b>JOB CLASS:</b>	General Assistant	<b>PAY GRADE:</b>	9
<b>EXEMPT STATUS:</b>	Non-Exempt	<b>DATE:</b>	2/2/2017

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Postal Clerk performs mail-related duties. The Postal Clerk receives, sorts, and processes mail.

**ESSENTIAL POSITION FUNCTIONS:**

- Receive and sort outgoing U.S. mail; meter mail and process for delivery to U.S. Postal Service; and operate mail metering machines and electronic accounting system
- Process all classes of mail including express mail and private carriers, to ensure adherence to proper size, weight, postage and other postal requirements
- Receive and process incoming and outgoing insured, certified, express, and registered mail and parcels according to postal regulations
- Locate proper addresses and make corrections for misdirected mail; forwards student mail according to United States Postal Service regulations
- Prepare and process necessary paperwork related to mail services; maintains records on quantities and descriptions of materials received and distributed
- Perform other duties required such as delivery of supplies dependent on area or department of assignment
- Support Laptops for Learners Program by coordinating with FLVS Full Time Staff for packaging and shipping computers to new Learners in the program.
- Support Board Legal in Packing Exit Employee's Personal Belongings; packing up possessions of Exit/Off boarding Employees, providing boxes and other packing material
- Custodial Support: Ordering custodial supplies, and keeping stocked with daily supplies
- Support FLVS in Processing Incoming Computer Returns & Exits Opening computer boxes and recording asset tags for computer Returns & Exit Employees, entering information in Workday/Off boarding
- Support all Departments in Ordering office supplies to ensure accuracy of needs
- Support Accounting transaction with Finance Department: Review past months usage report and add funds to the Hasler machine when department accounts reach low balance of 10 Percent
- Support IT asset Inventory: Open computer boxes, record property tag number and serial number into IT workflow spreadsheet for incoming/returned assets
- Support Asset Management in Property Tags: Tagging equipment and recording information for FLVS Assets
- Support Asset Management by taking inventoried equipment to Desktop Services when needed
- Perform duties to assist Desktop Services in boxing up IT assets, tagging, & tracking where each asset is assigned

- Approve Staples Orders as Backup/or request workflow count is high in support of asset management
- Submits invoices from vendors to the Accounts Payable Team for Processing for Postal Machine
- Update current/new changes to Department Standard Operational Procedures (SOP) as required for any items that reference postal tasks or responsibilities as needed or directed by management
- Sort and deliver mail to appropriate departments as required
- Readdress undeliverable mail bearing incomplete or incorrect address
- Examine outgoing mail for appearance and seal envelopes by hand or machine
- Stamp outgoing mail by hand or with postage meter
- Check mail for contraband
- Use fax or scanning machines
- Stock copy room and printing devices
- Collect, sort and deliver incoming, outgoing and interdepartmental mail
- Receive and sort school or department mail by departments and prepare bundles of mail parcels for delivery
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrates respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

#### **MINIMUM REQUIREMENTS:**

##### ***Education/Licensure/Certification:***

- High School Diploma or GED equivalent
- Must have a valid/current Florida Driver's License

##### ***Knowledge, abilities and skills:***

- General knowledge of postal regulations
- Ability to follow and understand verbal and written instructions
- Strong verbal communication, interpersonal, and customer service skills
- Strong dexterity skills (eye/hand coordination)
- Ability to keep information organized and confidential
- Strong organizational skills

#### **CORE COMPETENCIES FOR SUCCESS:**

COMMUNICATION SKILLS	CUSTOMER FOCUS
<i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps</i>	<i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer</i>

<i>supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	<i>feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p><b>FUNCTIONAL /TECHNICAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

### **INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

<p><b>PEER RELATIONSHIPS</b></p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p><b>CREATIVITY</b></p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i></p>
<p><b>SELF KNOWLEDGE</b></p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p><b>PLANNING</b></p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p><b>ORGANIZING</b></p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p><b>PROBLEM SOLVING</b></p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i></p>
<p><b>DRIVE FOR RESULTS</b></p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

### **PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment
- Ability to lift up to 50 pounds

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*