



# WESTMONT

## **Mailing Services Coordinator (Full-time, 12 months)**

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### **College Store and Mailing Services**

#### **Summary:**

Coordinate various operations and provide exemplary customer service related to the secure and accurate distribution of internal/external mail and packages. Positively serve customers and meet expectations with accuracy and attention to detail.

#### **Qualifications:**

Requirements include: High school graduate/equivalent; previous retail cash handling and register/POS experience; demonstrated strength in the areas of customer relations; planning and decision making; Mac/PC literacy utilizing MS Office and Adobe, ability to learn postal software (including ShipRite and G2 EMS); skills utilizing LAN/Web network basics or ability to learn. Also requires: the ability to take initiative and work well without close supervision; to function effectively under and meet deadlines, flexibility, and ability to handle a variety of tasks simultaneously while evaluating shifting priorities, managing fluctuating workload and staffing. Previous staff hiring and supervision would be a plus. Personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations is required. Knowledge of postal rules and regulations, and various methods of package shipping, is preferred. The position typically requires the ability to stand five to eight hours per day, lift up to 30 pounds with some frequency, and lift up to 50 pounds (or 70 lbs with assistance) on occasion. Valid California driver's license and clean driving record required.

#### **Responsibilities:**

##### **1. Mail and parcel distribution:**

- Oversee the efficient daily operation of, and set priorities for, a full-service mailing services center, ensuring budget compliance.
- Pick up and deliver mail to local USPS branches, and departments on campus.
- Process and manifest inbound/outbound United Parcel Service and Federal Express shipments.
- Sustain a high level of customer satisfaction utilizing a wide array of commercial-grade digital and analog equipment.
- Provide expert counsel and design assistance to others to ensure that, prior to duplication and distribution, mailpiece design takes full advantage of US Postal Service rates and rules.
- Serve as the college's representative for industry associations that encompass the services provided.

##### **2. Accounting:**

- Maintain current and accurate inventory, revenue and expenditure accounts, performing monthly inventory of stamps and supplies for resale.
- Monitor account balances at USPS, ensuring optimum levels for uninterrupted service and prudent cash management.
- Oversee timely and accurate departmental chargebacks, and perform any required analysis and reporting of sales or other fiscal information.

##### **3. General customer service and other support including:**

- Serve customers at retail windows including sale of stamps, supplies and services.

- Operate equipment, including: postage meter, electronic scales, cash register, meter machine, fax, tracking system and handheld palm devices along with other postal equipment.
  - Perform transaction data entry.
  - Perform ongoing maintenance, troubleshooting and basic repairs of Mailing Services hardware and software.
  - Constantly explore and develop new and better ways of serving customer needs and improving cost-effectiveness.
  - Collaborate with supervisor to research and identify new hardware, software or processes that will offer a better experience for our staff and clientele.
  - Serve as a positive primary contact point for all of the department's vendor relations.
  - Stay informed of industry developments, clearly and timely communicating all changes affecting the community.
  - Recruit, hire, train and supervise student staff.
  - Work collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
4. Daily schedule is 8:30am to 5:00pm. Must work an occasional Saturday during the beginning of each academic semester and some overtime during rush periods as needed.
  5. Other duties as assigned.

**Reports to:** Assistant Director of the College Store and Mailing Services