

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Mail Clerk 2

Definition

Independently plans and operates the day-to-day activities of a small mail room, and/or oversees clerks or mail clerks in the operation of a large mail room; or individually maintains the highly complex records, books, charts, accounts, etc., of a major mail processing unit; operates in a high-security, high-volume mailing operation of negotiable items; or performs mail processing activities in an adult correctional facility; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Assists supervisor by instructing employees, answering questions, and distributing, balancing, and checking work; may make suggestions on appointments, promotions, performance, and reassignments.

Plans and operates individually the daily activities of a small mail processing unit.

Operates and maintains a variety of mail processing machinery and related office equipment, i.e., postage metering machine, letter opener, postage scales, strapping machine, folding machine, photocopier, adding machine, etc.

Opens and inspects inmate mail for illegal contraband items or unauthorized correspondence and upon discovery notifies proper institutional personnel; prepares written reports on incidents observed if required by policy.

Reads resident mail if approved and authorized by proper institutional authority and refers questionable mail to higher authorities for handling.

Maintains security in a high-volume mailing operation of negotiable items.

Hands out and delivers resident mail; collects signed receipts from residents for packages received and verifies by examination of resident identification cards.

Assists staff and residents in the preparation of certified or registered mail forms, disposal of contraband merchandise, and the return of unsatisfactory merchandise received.

Maintains loose-leaf manuals and related reference materials to maintain knowledge of changes in postal rates and regulations as published by the federal government; uses such manuals in solving unusual mailing situations, i.e., special handling, insured mail, registered and certified mail, overseas rates by air or water, etc.

Plans pick up and delivery schedules within the agency; operates a truck, van, or automobile.

Maintains, as a major responsibility, complex and detailed records, charts, accounts, books, etc., concerning money received, postage on hand, postage due, incoming and outgoing registered and certified mail, data regarding the amount and kinds of mail processed, postage meter machine heads; signs for certain deliveries from the federal post office.

Competencies Required

Knowledge:

- Customer and Personal Service — Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Near Vision — See details at close range (within a few feet of the observer). See more occupations related to this ability.
- Oral Comprehension — Listen to and understand information and ideas presented through spoken words and sentences. See more occupations related to this ability.
- Category Flexibility — Generate or use different sets of rules for combining or grouping things in different ways. See more occupations related to this ability.
- Finger Dexterity — Make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects. See more occupations related to this ability.
- Information Ordering — Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Skills:

- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Speaking — Talking to others to convey information effectively.
- Time Management — Managing one's own time and the time of others.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) One year of full-time work experience processing mail.
- 2) Current, continuous experience in the state executive branch that includes experience equal to six months of work as a Mail Clerk 1.

Notes

Some positions in this class may require the possession of a valid Iowa driver's license.

Some positions in this class may require an applicant to have the ability to pass a background investigation.

Effective date: 02/17 KF