

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

Mail Clerk 1

Definition

Performs a variety of support activities related to the operation of a mail collecting, processing, and disbursing unit; 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

Opens and sorts incoming mail and distributes it to the proper person or department.

Maintains a pickup and delivery schedule for outgoing and incoming mail to ensure timely handling; operates a truck, van, or automobile.

Prepares letters and parcels for mailing to ensure proper and speedy handling by operating scales to determine the proper amount of postage, determining the proper methods of mailing (i.e.-first, standard, etc.) and delivering the items to the post office or other prescribed location.

Attaches the proper amount of postage to letters and packages to ensure proper handling and delivery by the post office.

Affixes postage, stuffs envelopes, addresses letters, and addresses parcels by operating standard mailroom equipment (i.e. postage meter, scales, strapping machine, etc.).

Sorts outgoing mail and parcels to satisfy U.S. Postal Service requirements by separating metered and non-metered items, arranging items by area and zip code, and following instructions.

Maintains simple records to keep track of quantity of items mailed, number of certified or insured items, and amount of postage used by following instructions and recording amounts on a daily basis.

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

No specific education or experience is required.

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