



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 501.1

Job Title: **MAILROOM SUPERVISOR**

Pay Grade: 13

GENERAL SUMMARY:

Supervises the daily operations and personnel in the central mailroom.

RESPONSIBILITIES:

- Plans, schedules, coordinates and directs personnel engaged in mail distributions.
- Conducts job performance reviews and performs employee counseling to discuss and evaluate personal objectives.
- Instructs and trains personnel to introduce mail handling techniques, safety procedures and equipment maintenance.
- Develops reports for postage rates and departmental billings.
- Completes special assignments as assigned by manager.
- Oversees maintenance of mail equipment.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

Two years of general office experience are required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED: (continued)

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Mailroom Supervisor

Effective: October 1990

Revised: April 1992