**Pittsburg State University**

**Job Description**

**Postal Services Supervisor (G0N156)**

**FLSA Status:** Non-Exempt  
**Grade: 006 Hourly Staff**

**Job Family:** Administrative & Business Services

**Career Ladder:**

**Updated: 02/28/2019**

***The Job Description is the document used to assign positions to jobs. The Position Description is the document that provide details about a position that has been assigned to the job. The Position Description includes specific duties performed by the employee on the position, including the percentage of time duties are performed. The Position Description also identifies preferred education and experience and competencies (knowledge skills and abilities) in addition to those identified in the Job Description. Details in the Position Description are used to assess the performance of the employee assigned to the position.***

**General Description of Job – Primary Function, Supervision and Instruction Received and Interactions.**

*The information in this section provides a brief overview of the job. Additional information may be added in the Position Description.*

**Primary Function: T**he primary function of the Postal Services Supervisor job is to oversee the main functional area of the campus post office in accordance with United States Postal Service policies and regulations and the campus mail system in accordance with PSU policy.

**Supervision and Instruction Received:** Positions assigned to the Postal Services Supervisor job typically reports to the Manager of Printing and Postal or other appropriate administrator. Instruction received is under general supervision. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult, or unusual assignments. The employee uses initiative in carrying out a variety of recurring duties within established policy guidelines. The supervisor assures that the work is technically accurate and in compliance with instructions or established procedures.

**Interactions (purpose, with whom, frequency):** The Postal Services Supervisor frequently interacts with students, staff, faculty and other members who visit campus and occupy assigned areas.

**Examples of Essential Duties and Responsibilities**

*The following are examples of essential duties and responsibilities that may be required for a position assigned to this job. Specific duties and the percentage of time performed are found in the Position Description for the position assigned to this job.*

1. Hire, train, appraise, and terminate assigned team members as necessary.
2. Administer the distribution of incoming mail, interdepartmental mail, and the metering of outgoing mail.
3. Interpret regulations, policies and procedures of the US Postal Service to ensure mail services provided to the departments and offices of Pittsburg State University and the public are in compliance.
4. Examine daily revenue processes, balance cash and process relevant paperwork. Manage records regarding meter postage and stamp stock.
5. Assist other employees with daily tasks including waiting on postal customers and sorting mail.
6. Manage a supply inventory and order replacements for exhausted supplies needed by the department. Maintain equipment and software as needed.
7. Assist postal customers with passport services, bulk mail services and shipping services, including package size and design.
8. Resolve outstanding issues between university mailing services and university employees, USPS, vendors and the public.
9. Perform any other related duties as required or assigned.

**Leadership, Supervisory or Management Responsibilities**

Mark an “X” next to the one statement which best describes the job, if applicable.

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| --- | --- |
| **X** | Lead worker (assigns, trains, schedules, oversees, or reviews the work of others) |
|  | Supervisor (plans, staffs, evaluates and directs work of employees in a work unit) |
|  | Indirect Supervisor (delegates authority to carry out work of a unit to subordinate supervisors or managers) |

The number of employees led, supervised, or managed is included in the position description.

**Minimum Education and Experience – Required at Hire**

*The following minimum education and experience is required at time of hire. Addition education and experience may be preferred. Preferred education and experience is identified in the Position Description.*

* High school diploma or equivalent
* Three years of related experience. Education may be substituted for experience as determined by the university

**Examples of Competencies – Knowledge, Skills and Abilities (KSA’s):**

*The competencies listed below are representative of the knowledge, skill, and/or ability that may be required. Specific competencies and frequency performed are found in the Position Description for the position assigned to this job.*

1. **Knowledge**

* **Administration and Management** – Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
* **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records and designing forms.
* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services.
* **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

1. **Skills**

* **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
* **Coordination** – Adjusting actions in relation to others’ actions.
* **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
* **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.
* **Service Orientation** — Actively looking for ways to help people.
* **Social Perceptiveness** – Being aware of others’ reactions and understanding why they react as they do.
* **Speaking** — Talking to others to convey information effectively.
* **Time Management** — Managing one's own time and the time of others.
* **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

1. **Abilities**

* **Collaboration** - Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
* **Deductive Reasoning** The ability to apply general rules to specific problems to produce answers that make sense.
* **Diversity –** The ability to effectively work in a diverse educational setting.
* **Inductive Reasoning** – The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
* **Information Ordering** — The ability to 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).
* **Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
* **Mathematical Reasoning** — The ability to choose the right mathematical methods or formulas to solve a problem.
* **Multi-Task and Deadlines** - The ability to manage multiple tasks and meet deadlines.
* **Near Vision** — The ability to see details at close range (within a few feet of the observer).
* **Number Facility** — The ability to add, subtract, multiply, or divide quickly and correctly.
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Problem Sensitivity** – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Relationships** – The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
* **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
* **Speech Clarity** – The ability to speak clearly so others can understand you.
* **Speech Recognition** – The ability to identify and understand the speech of another person.
* **Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
* **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
* **Written Expression** – The ability to communicate information and ideas in writing so others will understand.

1. **Work Activity**

* **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
* **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Documenting/Recording Information** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others and maintaining them over time.
* **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
* **Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
* **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
* **Making Decisions and Solving Problems** – Analyzing information and evaluating results to choose the best solution and solve problems.
* **Monitor Processes, Materials, or Surroundings** — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Performing Administrative Activities** – Performing day-to-day administrative tasks such as maintaining files and processing paperwork.
* **Performing General Physical Activities** — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
* **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
* **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
* **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

**Environmental Conditions (Hazards, Risks or Discomforts)**

*The environment conditions listed below are representative of the environmental conditions that may be present for a position assigned to this job. Environmental conditions for a position are found in the Position Description for the position assigned to this job.*

* General office and mail room conditions.
* May be exposed to moderate noise levels.

**Equipment or Machines Used**

*The following are examples of equipment or machines that may be regularly used to perform the duties of the position. Specific equipment and the frequency used is found in the Position Description for the position assigned to this job.*

* General mail equipment such as a mail metering system, mail scales
* General office equipment such a telephones, fax machines, calculators, computer peripherals

**License or Certification Required by Statute or Regulation**

*List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire.*

None

**Additional Requirements**

*The following are examples of additional requirements that may be required to perform the duties of the position. Additional requirements for a position are found in the Position Description for the position assigned to this job.*

* Regular attendance is a necessary and essential function
* Satisfactory Pre-Hire Background Checks Required:
  + Sex Offender Registry Check
  + Criminal Record
  + Credit Check

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