

JOB DESCRIPTION
Mail Services Associate
THE UNIVERSITY OF TENNESSEE SOUTHERN

GENERAL RESPONSIBILITIES

The Mail Services Associate is expected to be knowledgeable in many aspects of mailing and shipping in order to provide the best possible service to all student and personnel customers at The University of Tennessee Southern. The Mail Service Associate will report directly to the Director of Campus Services.

GENERAL RESPONSIBILITIES

1. Deliver mail to personnel offices and student mailboxes.
2. Deliver paper and toner to campus printers and copiers.
3. Be able to sort mail to specific departments and individual recipients.
4. Assist in answering the phone in an office setting.
5. Greet and assist customers at the retail window.
6. Assist in providing basic retail services, such as delivering packages and selling stamps and envelopes.
7. Utilize SCLIntra on a daily basis (UTS Mail Services package inventory software).
8. Use postage metering software and hardware.
9. Be able to lift up to 70 lbs. on an occasional basis but up to 50 lbs. on a regular basis.
10. The Mail Services Associate should possess good physical fitness in order to withstand long periods of walking, bending, stretching, reaching, and flexing.
11. The Mail Services Associate may be assigned other duties within the scope of the UTS Mail Services Office.

General Requirements

The Mail Services Associate should possess the following characteristics:

1. Have basic knowledge of computer skills
2. Have excellent people skills (e.g. be able to talk to customers and be willing to assist them)
3. Have an excellent work ethic; possessing integrity and dependability.