

Support Services Assistant Supervisor



General Summary of Classification:

Supervises the County's centralized mail and package pickup, sorting, pre-sorting, delivery and distribution operations and staff in the Support Services Center (Center); serves as a working supervisor assisting with all aspects of processing mail, packages and other materials through the Support Services Center; supervises all USPS mail pre-sorting and postage metering activities; supervises bulk mailings, special mailings and projects; assists the Support Services Supervisor with the supervision of staff and operations as assigned; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Trains and supervises couriers, interviews applicants, makes hiring recommendations, manages schedules to ensure sufficient staffing to meet workload and operational needs, approves timecards and leave requests, provides staff with feedback, coaching and performance evaluations; supervises other Center staff and operations as needed and during Support Services Supervisor's absence;
- Ensures couriers maintain a reliable schedule of pickup, distribution and delivery of mail, packages and other materials between the Center, US Post Office, County agencies and departments;
- Operates all Center's equipment as needed, arranges for the maintenance and repair of equipment and County vehicles;
- Monitors the Center's postage meter, postage due, business reply mailing accounts, makes the necessary adjustments to ensure adequate funds are available to support operations, maintains related logs and files, verifies billing codes and prepares inter-departmental billing invoices for services provided by the Center, prepares related reports and summaries;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of USPS mail handling regulations and County policies related to mail and packages; sound understanding of traffic laws and the safe operation of a vehicle; sound knowledge and understanding of proper techniques and equipment used to perform the physical activities inherent to assigned job duties (lifting, carrying, loading, unloading, etc.); sound math and estimating skills to monitor accounts and prepare estimates; sound working knowledge of various types of sorting equipment, postage meters, copiers, printers and other equipment used in the performance of assigned job duties; ability to accurately create and maintain files and records; sound supervisory skills.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, various wireless technologies and peripherals, proficiently operates a wide variety of mail sorting equipment, postage metering machines, inserters, copying and print equipment to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Develops and maintains sound working relationships with staff in the Center, County agencies and departments; sound verbal and written communication skills; communicates effectively with all levels of County staff; effective training skills; works well independently and as part of a team; excellent collaborative skills; collaborates with County agencies and departments on special mailings and projects.
- **Decision-making and Authority:** Adheres to all established County and department policies; accurately determines the most efficient and cost-effective handling and distribution of daily mail, bulk and mass mailings, and special projects handled by the centralized Support Services Center; provides guidance to staff and assists with issue resolution.
- **Leadership:** Supervisory. Serves as a primary point of contact for questions and issues related to Center's operations, bulk mailings, special mailing, distribution and deliveries; collaborates with County staff on special projects.
- **Environment:** Works primarily in an indoor setting; works in a wide array of indoor and outdoor locations and weather conditions as needed; duties include working in a noisy environment, operating job-related equipment, and using hearing protection, equipment-related safety devices, and personal protection equipment (PPE).
- **Physical:** Visual and hearing acuity sufficient to ensure the safety of self and others, safely operate County vehicles in all types of weather conditions, and to sort, prepare, load/unload, and deliver mail, packages and other materials correctly. Physical ability sufficient to safely reach, lift, move and carry heavy loads, walk long distances inclusive of indoor and outdoor areas and varying weather conditions as needed, safely and accurately operate machines and equipment as needed.

Minimum Education and Experience:

Education: Completion of high school or GED preferred;

Experience: Two (2) years of relevant experience; previous supervisory experience preferred;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification. Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.