

DRURY UNIVERSITY JOB DESCRIPTION

JOB TITLE: Mail & Copy Clerk

DEPARTMENT: Carbon Copy

DATE: August 2017

SCHEDULE: Flexible

FLSA: Non-exempt

REPORTING SUPERVISOR: Carbon Copy Manager

JOB FUNCTION:

Provides front counter customer service for both basic copy and mail services. Maintains Carbon Copy by keeping the environment clean and stocked.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform other job-related instructions as requested by the supervisor, subject to reasonable accommodation.

	Percentage of Time	Frequency	Description
1.	50%	Daily	Distributes mail and packages. Processes out-bound mail. Enters proper departmental code into computer for metering out-going mail. Assists customers with proper documents for certified mail, insured mail, overnight services and international mail. Suggests appropriate service to meet customer's requirements. Sorts and labels mail for contract mail service. Distributes campus mail. Makes deliveries as needed. Rings postage sales into the register and makes correct change. Changes tape, ink and refills sealant in metering machine. Forwards and returns mail to sender as appropriate. Assists delivery staff with logging packages.
2.	30%	Daily	Uses digital copiers. Clears jams and replaces paper and staples. Reports problems to the manager. Assists customers with self-service copiers.
3.	5%	Daily	Explains services and prices to customers. Suggests options to improve appearance and reduce cost of a project. Refers customers to a more experienced employee if necessary.
4.	5%	Daily	Using computer, enters jobs into database, prints receipt
5.	5%	Daily	Dusts and cleans surfaces throughout Carbon Copy. Sweeps carpet as needed. Keeps staplers, copiers and tape dispensers stocked. Keeps paper stocked on shelves and in copiers.
6.	5%	Daily	Accurately rings up retail copy jobs. Uses credit card machine. Gives exact change. Runs register reports. Counts money in drawer and fills out a deposit slip. Takes deposit to the business office. Gets change for the register drawer as needed.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. All job requirements listed indicate the minimum knowledge, skills, and/or ability deemed necessary to proficiently perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to sort incoming and outgoing mail as directed.
2. Ability to effectively communicate to assist employees and students.
3. Ability to deal with stressful situations and different types of personalities in a calm manner.
4. Ability to concentrate while doing many tasks at once.
5. Ability to learn department account numbers and locations of mailboxes.
6. Ability to use the telephone to assist customers and report malfunctions.
7. Ability to learn how to operate digital copiers (color and B/W), folding, binding, and laminating equipment, mailing and phone systems, Windows/Mac Computers, software, and postage system software.
8. Ability to clear jams from copy machines, fill with paper and staples, and load toner.
9. Ability to explain the services provided by Carbon Copy.

10. Ability to complete assigned jobs.
11. Ability to perform routine tasks.
12. Ability to dress appropriately.
13. Ability to take direction from supervisors.
14. Must be a regular, full-time day school student, enrolled in at least 12 hours per semester.
15. Must have filled out a FAFSA form (Financial Aid) for the current academic year.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee is required to have excellent visual acuity, including color recognition.

WORK CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually loud including frequent interruptions. Repetitious hand motions are involved. The work area is confined and may become congested at times.