MAIL ROOM CLERK/MESSENGER

DEFINITION
The employee in this position works under the direct supervision of the Special Assistant to the Director, and is responsible for routinely mailing the department’s tax bills and routing correspondence to the proper functional area by analyzing the applicable delivery information and affixing the required postage. He/she also performs general messenger work, such as receiving, delivering, and collecting incoming and outgoing mail or other documents or items, including correspondence, memoranda, publications, records, files, packages, and other similar material. As directed, he/she may also be involved in the performance of light manual or mechanical work, or general office tasks of a simple and routine nature.

DUTIES (NOT ALL INCLUSIVE)
Time stamps, sorts and distributes mail to appropriate section or destination.

Verifies information on all outgoing mail for accuracy.

Prepares packages and separates mail for departmental and postal delivery.

Serves as the office messenger. In this capacity the incumbent delivers and picks up mail and packages.

Performs other duties as required or assigned by the Special Assistant to the Director, which are reasonably within the scope of the duties enumerated above.

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION
Knowledge of the functions, locations, and organizational components of the BIR (to sort and deliver mail) and most governmental offices.

Knowledge of mail handling procedures (to time-stamp, obtain background information, sort by category, file designation, or subject matter, wrap for mailing and detach file copies).

Ability to drive passenger type vehicles.
FACTOR 2 - SUPERVISORY CONTROLS
Reports to the Special Assistant to the Director. The Mail Clerk/Messenger receives general supervision from the Special Assistant to the Director who defines the objectives, priorities and deadlines. The Special Assistant to the Director periodically reviews work to assess whether it conforms with established policies and procedures. Promptness and accuracy of mail distribution is periodically spot-checked by the Special Assistant to the Director.

FACTOR 3 - GUIDELINES
The guidelines consist of on-the-job procedures. These guidelines have been pre-determined through on-the-job routines. Judgment must be used in interpreting and applying guidelines. Ingenuity, resourcefulness and good judgment are required to resolve some of the issues that will arise.

FACTOR 4 - COMPLEXITY
The job requires attention to detail and managing multiple tasks.

FACTOR 5 - SCOPE AND EFFECT
The scope of the work affects the entire BIR. Accuracy and reliability in the processing and flow of mail and the delivery of packages facilitates accomplishing work at the BIR.

FACTOR 6 - PERSONAL CONTACTS
Contacts are with employees of BIR and other government agencies.

FACTOR 7 - PURPOSE OF CONTACTS
Contacts are for the purpose of exchanging information, reporting problems, making routine deliveries and picking up mail.

FACTOR 8 - PHYSICAL DEMANDS
The work involves considerable walking with pushing or pulling of delivery carts. Packages may weigh up to 25 pounds.
FACTOR 9 - WORK ENVIRONMENT

The work environment is within an office setting with daily trips to other government offices. The incumbent observes normal safety precautions when making mail deliveries or performing messenger duties.

MINIMUM QUALIFICATIONS

High School Diploma or its equivalent, a minimum of two (2) years experience as a clerk or similarly related experience and must possess a valid drivers license.

DATE:________________   APPROVED:  __________________

DIRECTOR