

SHIPPING/RECEIVING & MAIL SERVICES REPRESENTATIVE

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs work involving the receipt, processing, and delivery of intercampus and United States Postal Service (USPS) mail; verifies, stores, inventories, issues, and delivers materials, equipment, and supplies; operates powered and non-powered handling equipment and delivery trucks; maintains required records related to the area of assignment.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Receives and offloads incoming shipments and deliveries, inspecting for damage and/or issues that require documenting; contacts vendor and schedules to pick up shipments at vendors facilities; utilizes electronic scanning equipment and system for parcels, mail pieces, etc. *
2. Retrieves, sorts, disassembles, identifies, catalogs, tags, palletize and disposes of District e-waste and recycling program to include assisting in preparing reports for Board items; recycles computer related waste in compliance of environmental laws and in accordance with District policy is performed as needed. *
3. Receives, sorts, and delivers incoming USPS, UPS, FedEx, Freights, and intercampus mail on the main campus and satellite campus locations. Prioritizes and load vehicles for campus wide delivery; utilizes electronic scanning system to update with signature capture, location, date, and time stamp. *
4. Records and properly marks new property; releases property to authorized departments and individuals. *
5. Performs physical District wide asset inventory audit, generates reports, and utilizes asset management software system; communicates and collaborates with the departments to assist in researching and reconciling the information provided in the report; organizes and conducts re-inventory as needed; uses the current computer software platform to respond to inquiries as well as generate simple/standard reports. *
6. Packages, packs, and otherwise prepares mail and parcels for outgoing shipment; operates electronic mail machine for processing packages; utilizes web-based shippers' portals to access accounts with UPS, FedEx to process domestically and internationally shipments and schedule pick up. *
7. Communicates effectively via email, phone, video teleconferencing, in person, and other means of communication and consultation to verify interpretations of mail, shipping and receiving work instructions and specifications, ensures work is compliant with District Policies, implement proof checking system to provide error free accurate assistance for work completion. *

8. Operates and maintains a folder/inserter, address printer machine for a variety of mailings including confidential sensitive materials such as W-2's, Students records and (Cotop) Chancellor's Office Tax Offset Program students billing and checks; FERPA policy is to be observed and always followed; clears jams, sensor errors, perform maintenance and postproduction clean up. *
9. Prepares and submits records and reports using Microsoft words and Excel program; downloads District mailing address database to import and updates and correct addresses using USPS software; maintain USPS permits 23 & 45 for bulk mailing and pre-paid return envelope. *
10. Stores and maintains petty cash fund and prepaid postage stamps stores securely; maintains inventory and log of expenditures or sales of stamp rolls to District departments; securely store receipts, showing postal permits are paid for and valid. *
11. Maintains clean and orderly warehouse and storage areas; maintains assigned vehicles and department equipment. *
12. Utilizes an address printer and software to ink spray barcoded addresses onto mailings, either the documents or mailing envelope; during the pre-print process, manipulates or views sensitive and/or confidential materials on files sent via email; operates a computer to perform data entry, access email and District announcements. *
13. Documents, labels, sorts, weighs, and bundles; handles meter items for mailing and shipment; processes bulk mailing; ensures adherence to delivery and mailing deadlines.*
14. Monitors and replenishes postage machines and supplies; ensures sufficient stock of necessary materials for processing requests in a timely manner. *
15. Operates a wide variety of powered and non-powered equipment, including hand trucks, forklift, pallet jack, desk mover, dollies, carts, power lift gates, electric scissors lift, trucks, etc., to load and unload equipment, supplies, furnishings and materials used by the District; employs special handling techniques when required for transport of fragile, toxic, flammable, or short-shelf-life goods. *
16. Operates a computer to perform basic data entry, access email, and District announcements and communications.*
17. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
18. May perform basic research to obtain competitive prices for department supplies and equipment, as directed.
19. May process orders for supplies and/or equipment, as directed.
20. May assist in providing training and guidance to student workers, student assistants, and short-term, temporary staff.
21. May serve on a variety of District committees, as requested.
22. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- High School Graduate or General Educational Development (GED); **AND**
- Three (3) years of experience working in a shipping and receiving environment.
- Or, any combination of education and experience which would provide the required qualifications for the position.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Required to hold and maintain a valid driver license throughout employment with the District.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.
- Possession of or the ability to obtain within the first 6-months of employment (during probationary period):
 - A valid Forklift Operators Certificate*
 - A valid Aerial Lift Operators Certificate*
 - A valid Scissor Lift Operators License or Certificate*

*District will provide training for certifications if required to perform the essential responsibilities of the position.

DESIRED QUALIFICATIONS:

- College level coursework in business, warehousing, or related discipline.
- Experience in a public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Materials, tools, equipment, and practices used in warehousing, shipping, and receiving operations.
- Freight and mail regulations and handling methods and techniques.
- Methods of conducting inventories and maintaining accurate inventory records.
- Software applications and programs related to the area of assignment.
- Mobile devices and applications utilized by the District and/or college.
- Modern office practices and procedures including technical report writing techniques.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence related to the area of assignment.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Basic computer usage for recordkeeping, data entry, email, and communication.
- Applicable safety methods associated with department equipment and activities.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Department and/or program policies and procedures related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Use and operate powered handling equipment and electronic mail equipment.
- Perform heavy manual labor for a significant portion of work time.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Instruct students in safety measures, department procedures, and use of equipment.
- Prepare records and reports.
- Work within a team environment.
- Read and write at the level necessary for successful job performance.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Perform basic mathematical computations with accuracy.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate clear evidence of sensitivity to and the understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lifting heavy items (up to 60 pounds) occasionally lift and carry up to 100 pounds. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Working Conditions**

Work performed requires frequent lifting of heavy materials and other manual labor tasks. Employees in this classification are exposed to extreme heat and cold, wetness, humidity, noise from equipment and machinery; strong and/or toxic chemicals, flammable goods, and machinery hazards.

Work is performed indoors and outdoors where safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable

accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.