

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Mail Services Supervisor  
Code: 18986  
Salary Grade: 57  
FLSA Status: Exempt  
Department/Division: Distribution Services  
Reports To: Manager of Distribution Services

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## *Summary*

- Function: To supervise the university's mail services operation.
- Scope: Responsible for the mail services operation at the university's main campus. Oversee the processing of all incoming and outgoing United States Postal Service (USPS) and inter-departmental mail, processing of incoming and outgoing packages.

## *Duties*

- Typical:
  1. Supervise and train mail room staff and evaluate work performance.
  2. Assure all incoming USPS mail is picked-up and processed accurately and efficiently. Oversee department postal accounts and balances.
  3. Track postage balances, and request additional funds, if needed.
  4. Assure all outgoing mail is processed in accordance to USPS postal policies and procedures.
  5. Ensure all staff is informed and aware of any updates and/or changes implemented by the USPS.
  6. Assure compliance of institutional policies and procedures for processing mail, packages.
  7. Oversee the operation of tracking packages from receipt to proof of delivery.
  8. Maintain and update delivery location database.
  9. Troubleshoot package tracking software as needed.
  10. Ensure that all inter-departmental billing is processed accurately and in a timely manner.
  11. Resolve any billing issues that may arise.
  12. Prepare and maintain monthly reports as required.
  13. Responsible for the maintenance and operation of all machinery and equipment.
  14. Provide a safe working environment.

<p>15. Accountable for all inventoried assets.  16. Approve time and leave reports.  17. Perform other duties as assigned.</p> <p>• <u>Periodic:</u></p> <ol style="list-style-type: none"> <li>1. Conduct yearly inventory</li> <li>2. Prepare activity reports</li> </ol>
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***Education***

<b>Required</b>	<b>Preferred</b>
High school graduation or GED.	Bachelor's Degree

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Valid Texas State Driver's License.	N/A
Manual dexterity and ability to organize work.	
Tact, diplomacy, and judgment required in dealing with others.	
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
Four years of experience in mail services, to include one years of supervisory experience.	Six years of supervisory experience in mail services, to include one years of bookkeeping and accounting experience.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Use of personal computer, and other office equipment.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Considerable standing and walking with lifting and physical exertion involved.	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
General supervision from the head of unit.	Supervision to all employees within the unit.

***Accuracy***

Proficiency in all phases of duties performed.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies and procedures are complied with.

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.