

COMMUNICATIONS/311 SUPERVISOR

PURPOSE AND NATURE OF WORK

Position is responsible for shipping/receiving, postage, and internal mail. Incumbent works with considerable independence and has supervisory responsibilities for a small staff of support personnel while working under the general direction of the Chief Administration Officer.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Supervises and participates in the postage purchases, use, re-billing, recording and reporting as well as overseeing, training and supervising the mail room staff. Manages day to day operations of the postage funds. Ensures positive customer relations and financially sound practice.

Monitors customer satisfaction and implements changes as needed. Supervises routine mail, postage and shipping operations. Counsels management on purchase of copiers; manages billing for maintenance of all copiers for LCG.

Trains and supervises clerks engaged in mailing, distributing and carrying mail, shipping, and answering central telephone line for LCG. Purchases supplies and equipment subject to procurement policy. Performs related work as required.

Oversees the billing for local and long distance telephone service, cell phones and pagers. Handles the most difficult billing issues and analyzes spending to improve cost efficiency.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of operation of mailing equipment; scales, inserter, folder and postage machines.

Knowledge of the City/Parish organization, locations and characteristics.

Knowledge of methods and materials necessary to provide postage, shipping and receiving services to a large organization.

Ability to use computer spreadsheets to perform analyses of costs of and to re-bill postage and printing services.

Ability to communicate effectively in writing and orally.

Ability to form and maintain effective working relationships with employees, officers, elected officials and general public.

DESIRABLE EDUCATION AND EXPERIENCE

Completed vocational technical school in a technology related field with substantial prior working experience in postage/shipping, or an equivalent combination of education and experience.