

# Water Authority Position Description

## MAIL SERVICES COORDINATOR

Status	Position Code	Level	Date
APPROVED	MSCD	B40	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

### POSITION SUMMARY

PERFORM A WIDE VARIETY OF ROUTINE DUTIES IN SUPPORT OF THE WATER AUTHORITY'S BULK MAILINGS. COORDINATE THE MAILING OF BILLS AND INSERT WITH THE CONTRACT/VENDOR. ENSURE BILLS ARE PROCESSED AND MAILED IN ACCORDANCE WITH WATER AUTHORITY AND POSTAL SERVICE REQUIREMENTS.

### MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED PLUS TWO (2) YEARS CLERICAL, MAIL ROOM, OR BULK MAIL PROCESSING EXPERIENCE.

### ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)  
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

### SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL SUPERVISION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

### ESSENTIAL FUNCTIONS

1. DELIVER ELECTRONIC BILLING FILES, AND BILL INSERTS TO CONTRACT MAILING VENDOR.
2. ENSURE THAT BILLS ARE PRINTED AND MAILED IN COMPLIANCE WITH WATER AUTHORITY POLICY AND POSTAL SERVICE REQUIREMENTS.
3. RECEIVE MAIL RETURNED BY THE POSTAL SERVICE. DETERMINE CORRECT ADDRESS AND RE-MAIL.
4. RECONCILE ERRORS ON BILLS AS REPORTED BY BANKS AND OTHER THIRD PARTY BILL PAYMENT PROCESSORS.
5. USING EXISTING WATER AUTHORITY DATA BASES. MAINTAIN LOGS AND PREPARE REPORTS AS REQUESTED.
6. RESPOND TO INQUIRIES AND RESEARCH AND RESOLVE PROBLEMS RELATED TO MAILING TRANSACTIONS. SERVE AS LIAISON WITH OTHER DIVISIONS AND EXTERNAL ORGANIZATIONS IN THE RESOLUTION OF DAY-TO-DAY ADMINISTRATIVE AND OPERATIONAL ISSUES.
7. ASSIST WITH PROCESSING UNCOLLECTIBLE ACCOUNTS AND DELINQUENT BILLING.
8. MAINTAIN OFFICE SUPPLIES AND INVENTORIES. ORDER SUPPLIES AS NEEDED.
9. OPERATE A VARIETY OF OFFICE EQUIPMENT, INCLUDING AUTOMATED MAIL PROCESSING EQUIPMENT.

#### **SUPPLEMENTAL FUNCTIONS**

1. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

#### **PREFERRED KNOWLEDGE**

BASIC OFFICE AND MAILING PROCEDURES, METHODS AND COMPUTER EQUIPMENT KNOWLEDGE OF US POSTAL SERVICE OPERATIONS, REGULATIONS, PRACTICES, AND STANDARDS  
CURRENT WORKING KNOWLEDGE OF STATE-OF-THE-ART BULK MAILING PROCESSES, PROCEDURES, AND TECHNOLOGY  
ENGLISH USAGE, SPELLING, GRAMMAR AND PUNCTUATION  
BASIC MATHEMATICAL PRINCIPLES  
PRINCIPLES AND PROCEDURES OF RECORD KEEPING AND FILING SYSTEMS

#### **PREFERRED SKILL/ABILITY**

PERFORM GENERAL CLERICAL WORK INCLUDING MAINTAINING FILES AND COMPILING INFORMATION FOR REPORTS  
MAINTAIN ACCURATE AND COMPLETE RECORDS  
OPERATE OFFICE EQUIPMENT INCLUDING A COMPUTER, COPY MACHINE AND BULK MAILING EQUIPMENT  
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS  
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING  
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

**WORKING CONDITIONS**

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS.

**PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, STANDING, OR WALKING FOR PROLONGED PERIODS. MAYBE REQUIRED TO LIFT UP TO 50 POUNDS.

MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES.