

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: MAILROOM/OFFICE ASSISTANT**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, deliver and pick up U.S. mail and inter-campus mail at designated locations throughout the District; sort incoming and outgoing mail. Perform routine typing and general clerical activities in support of a program or District function, with brief instructions and under close supervision.

#### **REPRESENTATIVE DUTIES:**

Deliver and pick up U.S. mail at office-campus locations and inter-campus mail at designated locations throughout the District; deliver and pick up supplies or other materials as requested.

Deliver classroom and business-related mail and packages to the U.S. Post Office and various locations in the county.

Operate postage meter machine.

Assist in the direction of student help as assigned.

Type a variety of written materials such as letters, memoranda, bulletins or reports from straight copy or rough draft on a typewriter or computer terminal.

Receive visitors; answer telephone and refer telephone calls and visitors to appropriate personnel; answer routine questions according to established guidelines.

Maintain records, inventories, index and cross reference files; sort, classify and file documents as directed.

Receive, sort and distribute incoming and outgoing mail of assigned area.

Duplicate items; package and distribute completed copies.

Assure the timely distribution and receipt of a variety of records, reports and bulletins as directed.

Perform routine typing assignments from detailed copy; post records; proof completed typing assignments.

Make telephone calls as directed; take and relay messages.

Operate a variety of office equipment, such as typewriter, calculator and copy machine.

Communicate in a second designated language if required by position.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

Operation of a motor vehicle using defensive driving techniques.

Operation of a postage meter machine.

Basic record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Telephone techniques and etiquette.

Oral and written communication skills.

Interpersonal skills including tact, patience and diplomacy.

Data entry techniques.

Recordkeeping and filing methods.

ABILITY TO:

Pick up and deliver mail to various locations within the District.

Sort incoming mail.

Compare names and numbers quickly and accurately.

Observe legal and defensive driving practices.

Learn modern office practices, procedures and equipment.

Learn to process documents accurately and in a timely manner.

Perform clerical duties such as filing, duplications, typing and maintaining routine records.

Operate microcomputer equipment and word processing, database management and spreadsheet applications software.

Operate office equipment, such as facsimile machine, copier, electronic telephone system, typewriter and adding machine.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written directions.

Work cooperatively with others.

Communicate effectively both orally and in writing.

Establish and maintain effective and cooperative working relationships with others.

Work effectively with frequent interruptions and stringent timelines.

Apply procedures and requirements for area of assignment.

Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school including or supplemented by clerical training, including office practices and procedures.

**LICENSE AND OTHER REQUIREMENTS:** Valid California driver's license; may be required to use oral and written abilities in a second designated language.

**WORKING CONDITIONS:** Mailroom duties are primarily performed in a mailroom environment as well as an outdoor environment while delivering mail. Incumbents are regularly exposed to dust and other airborne particles and are subject to adverse weather conditions. Office duties are performed in an office environment while sitting at a desk or computer terminal. Incumbents are subject to constant interruptions and noise from office equipment.

**PHYSICAL DEMANDS:** Mailroom duties: must stand for long periods of time; walk at a normal pace for extended periods of time; use hands to finger, handle, or feel objects, tools or controls; maneuver around in narrow or crowded places when delivering or picking up mail; must see clearly enough to read, to sort mail and to read written instructions. Office duties: must regularly sit for long periods of time; walk short distances on a regular basis; use hands and fingers to operate an electronic keyboard or other office machines; reach with hands and arms, stoop or kneel or crouch to file; speak clearly and distinctly to answer telephones and to provide information; see to read fine print and to operate computer; hear and understand voices over telephone and in person. Must regularly lift, carry and/or move packages, mail bags, letter trays and other objects weighing up to 50 pounds