UNIVERSITY OF SOUTHERN CALIFORNIA

Mailing Services Manager

Job Code: 149023

Grade: K
OT Eligible: No
Comp Approval: 1/21/2005

JOB SUMMARY:
Plans and manages the staff and operations of the Mailing Services Departments for all campuses.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ ______ Directly or indirectly supervises all assigned subordinate staff, usually through multiple layers of supervisors. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.

______ ______ Plans departmental short and long-term goals and objectives. Establishes and articulates priorities for staff based on departmental goals. Assesses group performance against stated objectives.

______ ______ Resolves problems referred by subordinate supervisors or staff.

______ ______ Serves as information resource for the university community concerning mailing services.

______ ______ Develops, documents, communicates and oversees implementation of operating systems and procedures. Reviews operations for efficiency and develops and implements changes as required.

______ ______ Plans and manages departmental recordkeeping and reporting activities. Ensures methods and procedures are in place for information tracking and retrieval. Determines information needs and develops reporting formats.

______ ______ Interacts with other university departments and external organizations as required to coordinate delivery of mailing services. Communicates with postal officials regarding level of service provided and to exchange information on new programs.

______ ______ Interacts with vendors and equipment manufacturers regarding purchases, maintenance and repairs, and general information on new developments in technology.

______ ______ Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents University and/or unit, as assigned or appropriate.

______ ______ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: ☐ No  ☑ Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor’s Degree

**Minimum Experience:**

3 Years

**Minimum Field of Expertise:**

Directly related managerial experience in mailing services.

**Preferred Education:**

Bachelor’s Degree

**Preferred Experience:**

5 Years

**Skills: Other:**

Analysis  
Assessment/evaluation  
Budget control  
Budget development  
Communication -- written and oral skills  
Conceptualization and design  
Conflict resolution  
Interpretation of policies/analyses/trends/etc.  
Knowledge of applicable laws/policies/principles/etc.  
Managerial Skills  
Networking  
Organization  
Planning  
Problem identification and resolution  
Scheduling  
Staff development  
Statistical analysis
SIGNATURES:

Employee: ________________________________ Date: ________________________________

Supervisor: ______________________________ Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer