

# CITY OF HELENA



**Position Title:** Mail Delivery/PBX Operator **Department:** Comm. Fac./CCAB

**Position #:** 15711

**Grade:** 121

**EEO Category:** (08) Service Maint.

**FLSA:** Non-exempt

**EEO Function:** (15) Other

**Work Comp Code:** 9410

## **DEFINITION**

Under general supervision, deliver and pick-up the City and County's mail with vehicle provided. Operate the City-County switchboard including answering incoming calls, directing callers to the appropriate person or office, responding to requests for information and complaints, and taking messages as appropriate.

## **SUPERVISION RECEIVED**

Supervised by the Building Manager.

## **SUPERVISION EXERCISED**

Exercises no supervision

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Receive, separate, sort and distribute incoming and outgoing mail.

Operate modern office machines and equipment including mail postage meter machine, word processors, printers, copiers, and calculators.

Staff the information desk, respond to general requests for information, and interpret basic services, policies, rules and regulations in response to inquiries.

Operate the City's switchboard including answering incoming calls, directing callers to the appropriate person or office, responding to requests for information; receive complaints and service requests and route to the appropriate department; and taking messages as appropriate.

Analyze situations and make appropriate decisions without immediate supervision.

## **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned

## **SAFETY RELATED DUTIES:**

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Modern office practices, methods and computer equipment.

English usage, spelling, vocabulary, grammar and punctuation.

Techniques and procedures used in switchboard services.

Principles and practices used in dealing with the public.

### **Skill to:**

Operate modern office equipment including Postage meter, and computer equipment.

Operate delivery vehicle.

Accurately distribute mail.

### **Ability to:**

Learn the procedures and functions of assigned position.

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Learn the structure and operations of the City and County government.

Work independently in the absence of supervision.

Respond to inquiries and requests for information from City and County Departments and the general public.

Plan and organize work to meet schedules and deadlines.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work

### **Physical Demands & Work Environment**

Ability to lift 50 lbs., carry bins of mail up and down stairs, and be outside for short periods of time during all weather conditions.

### **Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

#### **Experience:**

Six months of experience involving public contact and the operation of a motor vehicle.

#### **Training:**

High School diploma, or equivalent.

#### **License or Certificate:**

Must possess a valid Montana State driver's license.

**After reading this job description, as of this date, would you require any accommodation to perform these duties?**

**YES** or **NO** (circle one)

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_