

COMMUNICATIONS/311 SUPERVISOR

PURPOSE AND NATURE OF WORK

Position is responsible for shipping/receiving, outgoing USPS mail, internal mail and the pool vehicles assigned to City Hall. 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 Information 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, recording and reporting of the monthly postage and shipping charges, as well as overseeing, training and supervising the mail room and 311/Communications staff. Ensures positive customer relations and financially sound practice.

Monitors customer satisfaction and implements changes as needed. Supervises routine mail, postage and shipping operations as well as the checking in/out of pool vehicles assigned to City Hall.

Trains and supervises clerks engaged in mailing, distributing and carrying mail, shipping, answering central telephone line for LCG and how to check in/out pool vehicles assigned to City Hall.

Purchases office supplies as needed subject to procurement policy. Oversees the billing for local and long-distance telephone service, and cell phones.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

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 programs to re-bill postage and shipping charges.

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.