Document Services Assistant (9:00am to 5:30pm, M-F, 12 months)

Auxiliary Services

Summary:
Provide exemplary customer service in all opportunities for interaction with the department’s customers. Produce output exactly according to customer specifications. Serves as production staff for Document Services in the areas of document distribution (primary role) and duplication (backup).

Qualifications:
Requirements include: High school graduate/equivalent; previous mail/postal/reprographics/retail experience preferred; ability to work and multi-task with minimal supervision; excellent customer service skills; dependability, flexibility; a valid California driver’s license and clean driving record in order to frequently drive to local USPS branches; ability to lift up to 70 pounds and stand for a minimum of 5 hours per day. Cash handling and register/POS experience preferred. Some computer skills including Windows highly desired.

Responsibilities:
1. Document distribution:
   - Sort, stuff and forward US mail and intra-campus mail.
   - Pick up and deliver mail to local USPS branches, and all departments on campus.
   - Process and manifest inbound/outbound United Parcel Service shipments.
   - Process inbound/outbound Federal Express shipments.
   - Assist with bulk mail needs of campus.

2. Document duplication:
   - Produce copies.
   - Perform post-duplication tasks of cutting, folding, collating, binding, etc.
   - Assist in monitoring/maintaining satellite equipment and services for copiers, fax machines, coin-op devices, etc.

3. General customer service and other support including:
   - Serve customers at either retail window including sale of copies, stamps, supplies and services.
   - Operate equipment, including: copiers, folder, paper cutter and other bindery equipment; operate postage meter machine, electronic scales, cash register, sealer, tabber, direct impression printer, fax, stamp machine and other postal equipment.
   - Perform data entry of transactions.
   - Perform ongoing maintenance, troubleshooting and basic repairs.
   - Occasional Saturday hours (9:30am to Noon) during academic year.

4. Expectations for workplace demeanor include but are not limited to:
   - Working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

5. Other duties as assigned.

Reports to: Document Services Manager/Project Assistant

08.2011