

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

SHIPPING AND MAILING ASSOCIATE
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of this Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions which perform shipping and mailing functions. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as the framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses positions which perform, for a majority of the time, shipping and mailing activities such as sorting, weighing, packaging, delivering, and metering mail; consulting with clients and customers; interpreting postal rules and regulations; maintaining customer mailing accounts; and operating mail processing equipment and software.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which, for the majority of the time, perform copying, printing or duplicating material and would be more appropriately classified as Clerical Assistant or Document Production Assistant.
2. Positions which, for the majority of the time, perform general clerical duties such as typing, filing, record keeping, processing or checking applications, licenses, permits, etc., and would be more appropriately classified as Office Associate.

3. Positions which, for the majority of the time, stock supplies and equipment, fill orders, and assist with store duties would be more appropriately classified as Inventory Control Assistant.
4. Positions which, for the majority of the time, operate a motor vehicle and would be more appropriately classified as Motor Vehicle Operator-Light.
5. Positions which meet the statutory definitions of professional employee, supervisor, and/or management, as defined in s. 111.81(15), (19), and (13), Wis. Stats.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Classification Series

Employees enter positions in this classification series by competitive examination. The Shipping and Mailing Associate is the objective level in this classification series. Reclassification may occur to the Advanced level for positions that meet the first (operator of an Automated Inserting Mailing System or comparable system) or second (extensive responsibility for the shipping and mailing operation) allocations listed in the definition section of the classification specification. Entrance into the Advanced level under the third allocation (leadworker) occurs by competitive examination.

II. DEFINITIONS

SHIPPING AND MAILING ASSOCIATE

Positions allocated to this classification are at the objective level. The duties performed generally are repetitive in nature and may require independent judgment. Positions may independently perform a variety of tasks and activities, or may assist higher level positions in performing work. Positions may perform tasks related to maintaining the inventory of documents or publications, but such activities are not performed for a majority of the time. Supervision may range from limited to general.

Positions allocated to this classification perform any combination of the following duties and responsibilities:

Shipping/Delivery

- Receive, sort, prioritize and route incoming mail.
- Pickup and deliver mail and packages, including United States Postal Service, campus, and inter-departmental mail.
- Lift and handle large mail containers, trays and cartons.
- Sort, categorize, wrap, weigh, meter, route and process mail and packages for shipment or delivery outside the agency.
- Coordinate incoming/outgoing shipments with mail carriers (e.g., Federal Express, UPS, DHL).
- Develop and establish mail delivery schedules.

Machine/Equipment

- Setup and operate mail processing equipment, including computerized accounting systems, multi-purpose, multi-station machines or high speed labelers.

- Set up and adjust basic meters for usage.
- Operate equipment such as scales, machine folders, bursters, and meters.
- Operate pallet jacks, dollies, hand jacks, or other material handling equipment.
- Perform minor adjustments or maintenance such as lubrication or cleaning of machines.
- Maintain complex equipment by performing minor maintenance or initiating service requests.
- Operate high speed, high capacity floor model folders.
- Operate motor vehicle to pick up or deliver mail.
- Assist with the operation of the most complex equipment (e.g., Automated Inserting Mailing System, AIMS).

Supplies/Inventory

- Monitor and maintain adequate inventories of mailroom supplies.
- Place orders or requisition for materials.
- Monitor inventory of supplies used in a mail processing center operation (e.g., envelopes, twine, USPS forms).

Customer Service

- Provide assistance to customers on the most effective way to send packages/mail.
- Provide guidance and respond to inquiries from users regarding USPS regulations and procedures, department billings, or other postal regulations and mail procedures.

Computer/Forms

- Record data/activity of various customer accounts on appropriate mail forms.
- Monitor work orders to identify the forms, publications, etc., to be processed and mailed out.
- Enter, verify or correct data to maintain production records.
- Utilize the Internet to access the USPS website for postal regulations, etc.
- Operate mailing system software and hardware to manage mail distribution activities (e.g., JETS, Spee Dee).
- Administer and utilize mailing software for bulk mailing operations.
- Post charges to department accounts using computer software.
- Assist users with updating mailing lists.
- Perform database, spreadsheet, and word processing applications in managing customer accounts, records, shipping information, etc.
- Prepare necessary and required forms used by USPS or those used by private carriers.
- Verify charges requested by USPS or private carriers for services rendered.
- Monitor, maintain and transfer postage money into proper accounts.

Technical

- Determine applicable postage rates.
- Interpret postal regulations.

Other

- Guide activities of student or limited term employees.

Representative positions:

DOJ Shipping and Mailing Associate: This position maintains the agency mailroom. Duties include: receive, sort and deliver all incoming mail and packages; weigh and meter outgoing mail. Pick up and deliver mail and packages at pick-up and drop-off points (i.e., offices of the Attorney General, Supreme

Court Clerk, Controller, State Treasury, etc.); assist customers in processing outgoing mail and packages or in searching for missing deliveries; track meter postage and run daily UPS reports.

SHIPPING AND MAILING ASSOCIATE – ADVANCED

This is advanced mail processing work, exercising considerable judgment and initiative. Positions function in one of the following three roles for the majority of the time:

- (1) primary operator of an Automated Inserting Mailing System (AIMS), or comparable system;
- (2) the sole employee responsible for the mail operation of an agency or campus involving the performance of a wide range of shipping and mailing responsibilities requiring independent judgment; or
- (3) leadworker, responsible for training, assisting, guiding, instructing, assigning and reviewing the work of two or more permanent full-time equivalent classified employees. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats. Leadworkers cannot “share” the responsibility of leading the work of employees. For example, if two leadworkers lead the work of one employee each and together jointly lead the work of one more employee, neither position will meet the definition of leadworker. The work is performed under general supervision.

Positions allocated to this classification level perform any combination or all work examples as described under the Shipping and Mailing Associate classification and in addition may perform any of the following duties and responsibilities:

- Set up and operate complex or computerized mail processing equipment (e.g., AIMS, PostalSoft Software and Seacap Labeling Machine).
- Assist with preparing specifications for acquisition of new equipment.
- Select proper software programs; format computerized machines to process new jobs.
- Analyze, plan, develop and recommend procedures to enhance efficiency and productivity of the mail room operation.
- Prioritize, direct or coordinate and monitor work of other staff, student workers or limited term employees.
- Provide assistance and advice to customers and other staff relative to all aspects of the mail room operation.
- Train and instruct other mail room staff.
- Audit and verify reports or records.
- Maintain time sheets or leave records.
- Maintain or monitor mailroom budget expenditures and records.

Representative position:

DOR Shipping and Mailing Associate - Advanced: This position is responsible for monitoring, assisting and training Shipping and Mailing Associates on shipping and mailing operations and procedures. The position distributes work and ensures the timely completion of tasks according to established priorities. The position evaluates and ensures the proper processing of all jobs assigned to the machine room; e.g., on AIMS, another inserting machine, and on the folding machine.

DATCP Shipping and Mailing Associate – Advanced: This position is responsible for operating the Seacap Labeling Machine using PostalSoft Software to create labels for state and federal mailings. The position is responsible for meeting USPS requirements on state and federal mailings to achieve maximum postal discounts within optimal delivery time. This position operates, adjusts, and performs minor maintenance of the inserting and folding machines.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created as a result of the Stores and Warehouse Operations Survey effective June 25, 2006, and the abolishment of the Shipping and Mailing Clerk 1, 2, 3 classification series as announced in Bulletin OSER0107-MRS/SC. The classifications created are a better representation of the duties and responsibilities of the positions included the survey.

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