

ROBERTS WESLEYAN UNIVERSITY
Job Description

Job Title

Mail & Print Services Coordinator

Department

Mail and Print Services

Reports To

Mail and Print Services Manager

Written

11/2024

Status

Hourly

Job Objective:

We seek an experienced professional to assist with the operations of the university mail room and print shop, ensuring the timely and accurate handling of mail and duplication/printing services. The ideal candidate would provide customer services to students, faculty, and staff, in regards to mail delivery and print shop requests.

Job Responsibilities:

Mail Room and Print Shop Management:

- Assist with the pickup and delivery of mail to and from the Westgate Post Office.
- Handle the sorting, scanning, and processing of incoming mail and packages from multiple carriers for faculty, staff, and students; notify recipients upon arrival.
- Process business reply mail and manage the logistics of campus mail and package deliveries.
- Provide daily customer service to faculty, staff, and students.

Staff Resources and Training:

- Assist with Recruiting, training, and scheduling 4 to 5 student workers per semester.
- Collaborate with the IT Services department to manage the student database and mailbox assignments.
- Responsible for the Pitney Bowles Send Suite delivery tracking system.

Equipment Maintenance:

- Coordinate with Pitney Bowes technicians for equipment maintenance and repairs.

- Schedule maintenance for copiers, printers, and folding machines, working closely with vendors and Toshiba Copier technicians when necessary.

Print Shop Operations:

- Provide copying services for faculty, staff, student clubs, CLC programs, and the College Green Community, including syllabi, tests, assignments, meeting information, letters, and programs.
- Bind books for various departments and handle the folding of all campus mailings and programs.
- Ensure customer service excellence for all copy requests from faculty, staff, and students.
- Manage the procurement of paper and other supplies for the print shop and campus departments.
- Order supplies for copiers, such as staples and ink.

The approved rate of pay for this position is \$16.50-\$17.50/hour.

Preparation and Training

Education: High school diploma required; bachelor's degree preferred.

Technical Knowledge: Proficient in the operation and maintenance of printing and copier devices.

Communication Skills: Strong oral and written communication abilities.

Organizational Skills: Excellent organizational capabilities.

Time Management: Ability to meet deadlines consistently.

Teamwork: Effective in a collaborative, team-oriented environment.

Multitasking: Strong ability to manage multiple tasks simultaneously.

Problem-Solving: Demonstrated proficiency in problem-solving.

Level of Supervision

Must be able to take direction and work independently to achieve desired outcomes.

Typically involves 1-2 meetings per week, with additional meetings scheduled as needed.

Directs Work of Others and/or # Of Employees Supervised

Assists in supervising and handful of student workers

Experience

Preferred experience in handling mail, as well as operating and maintaining printers and copiers.

Confidential Data

The employee will have access to confidential data, which must be kept secure and shared only in accordance with RWU policies. Confidential data should never be disclosed outside of RWU.

Mental/Visual Demand and Physical Effort

Work Schedule: Flexible hours.

Location: Work on campus.

Stress Management: Ability to handle stress effectively.

Deadline Management: Capable of consistently meeting deadlines.

Environment

Workplace Atmosphere: Friendly office environment.

Dress Code: Business casual

Work Setting: Standard office conditions.