

- I. DEPARTMENT: Administrative Office
- II. POSITION: Receiving Room Attendant/Mail Clerk
- III. CLASSIFICATION: Mail Clerk
- IV. NAME OF INCUMBENT: Vacant V. POSITION NO.: 2158

VI. JOB PURPOSE:

This position is one member of the team of faculty and staff in the Libraries' Administrative Office that provides service and support for the entire University Libraries (UL). He/she is responsible for the day-to-day operations of the University Libraries' Receiving Room assuring the proper handling of incoming and outgoing mail and deliveries. He/she maintains a schedule of pick-up and delivery services among the Libraries of the UL System both on and off the contiguous campus. He/she maintains pick-up and delivery services to other area libraries as needed, receives other incoming shipments and arranges pick-up or deliver to correct recipient; retrieves library materials from book-drops; and picks-up supplies from local vendors.

The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES

A. Assumes responsibility for the day-to-day operations of the University Libraries' Receiving Room:

1. Serves as the primary staffer in the Libraries' Receiving room daily.
2. Accepts deliveries of all types for all areas within the University Libraries.
3. Sorts and delivers to appropriate locations, mail and packages received for the University Libraries.
4. Maintains an established schedule of deliveries. Such scheduled to be worked out and revised, as needed, with the advice and consent of the immediate supervisor
5. Gathers outgoing mail from all areas within the University Libraries daily or as scheduled.
6. Makes sure that outgoing packages are properly wrapped and labeled according to acceptable standards.
7. Prepares outgoing mail/packages for pick-up by Mail Services or other mail/delivery services in a timely manner to meet scheduled pick-up times.
8. Maintains appropriate logs for outgoing and incoming mail and/or packages, as necessary, and makes the logs available for inspection as needed.
9. Monitors pick-up of outgoing mail and packages to ensure that mail/packages are picked-up by Mail Services or other delivery service providers within one working day of receipt in the Receiving Room.
10. Takes appropriate steps to resolve problems with pick-up and/or delivery of mail or other shipments.

11. Informs staff in University Libraries' Administration Office when leaving/returning to the McWherter Library Receiving Room, so coverage of Receiving Room can be coordinated.
 12. Monitors the physical condition of the receiving room to maintain orderliness and cleanliness.
- B. Supervises student workers assigned to assist with the Libraries' Receiving Room responsibilities.
1. Trains student workers in the practices and procedures of the Receiving Room and of the University Libraries.
 2. Provides written procedures to be available to student workers who might have to work alone periodically.
 3. Ensures that work assigned to student workers is completed in an accurate and timely manner.
 4. Monitors the work schedules of the student workers and ensures that student timesheets are completed accurately and on time.
 5. Provides input into the performance evaluations of the student workers who assist in the Receiving Room.
- C. Maintains regular and special pick-up and delivery services for the University Libraries using the Libraries' van or electric cart, as appropriate.
1. Visits each Memphis area branch library as scheduled to deliver mail, cataloged books, periodicals, etc. and to pick-up items to be delivered to the McWherter Library or another branch library.
 2. Notifies the affected branch library and the Administrative Office as soon as possible when it is determined that delivery/pick-up service cannot occur as scheduled.
 3. Manages pick-up and delivery of non-standard shipments to/from all areas within the University Libraries, as needed.
 4. Picks-up library materials and supplies from locations on campus or in the community.
 - a. Retrieves materials, as scheduled, from Library book drops at designated locations: Alumni Street, Central Avenue, and delivers to McWherter Library Circulation Department.
 - b. Picks-up supplies from local vendors as needed.
- D. Assists with monitoring and maintaining the proper working condition of the Libraries' vehicles
1. Maintains proper logs accounting for the uses of the libraries' van and electric cart.
 2. Ensures that the University Libraries' electric cart is charged and properly stored daily.
 3. Monitors the condition of the Libraries' vehicles and notifies the Libraries' Senior Facilities Coordinator of problems/concerns regarding the physical and/or operating conditions of the Libraries' van or the electric cart.
- E. Performs other duties as assigned:
1. Participates in the movement of library materials/equipment/furniture.
 2. Serves on University Libraries' committees or task forces as assigned.

3. Undertakes other tasks as assigned by supervisor(s)
4. Participates in library-wide meetings and projects.

VIII. DIRECTION RECEIVED

Reports to the University Libraries' Senior Facilities Coordinator. May receive direction from the Executive Director of University Libraries.

IX. DIRECTION GIVEN

Supervises the work of student workers assigned to the Receiving Room.

X. JOB SPECIFICATIONS

Requires high school diploma or equivalent. Valid TN driver's license is required.

XI. SPECIAL CONDITIONS

This is a full-time permanent position requiring 37.5 hours work week. The normal work schedule for this position is Monday through Friday, 8:00 am to 4:30 pm.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND WORKER CHARACTERISTICS:

1. Knowledge of current office practices, procedures, and protocols.
2. Ability to maintain confidentiality in all areas of work.
3. Good organizational skills.
4. Experience using a computer in a work setting using word processing, spreadsheets, electronic calendars, and other standard office production software.
5. Ability to understand and follow instructions whether given verbally, electronically, or in writing.
6. Ability to communicate effectively both orally and in writing.
7. Ability to work on multiple tasks simultaneously and achieve good results.
8. Ability to prioritize work and meet deadlines.
9. Good attention to details with a high degree of accuracy.
10. Ability to work effectively with highly diverse groups of employees, students, and the public.
11. Ability to exercise flexibility, initiative, and mature judgment
12. Must be a self-starter able to work independently or as a team member to achieve collective goals.
13. Must be able to maintain a congenial disposition while demonstrating a strong commitment to high quality customer service.
14. Ability to supervise the work of others.
15. Ability to keep up-to-speed in a face-paced office environment with many different things going on simultaneously.
16. Must be dependable and able to be at work on time and in a consistent manner

XIII. WORKING CONDITIONS

Technologically oriented academic research library where the Administrative Office provides service and support for all segments of the organization and where the internal mail/delivery service plays an important role in supporting workflows and communications throughout the organization. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle or feel; reach with

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hands and arms; and talk or hear. The employee is sometimes required to sit, stoop, bend, kneel, crouch, or climb on ladders. The employee must regularly lift and /or move up to 50 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks, dollies, and/or flatbed conveyances weighing up to 300 pounds, when full. Specific vision abilities required by the job include close vision. Responsibilities require regular interaction with faculty and staff throughout University Libraries as well as individuals external to the Libraries. Incumbent must have a valid TN driver's license and automobile insurance.

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