

The Howard County Public School System

Job Analysis

JOB TITLE: Support Services Clerk I, II

DOT/O*NET Code: 209.687-026/43-9051.02

POSITION INFORMATION

Summary of Duties: The Support Services Clerks process incoming and outgoing mail for the school system. They operate the mailroom equipment, sort, and distribute mail. Support Services Clerks are responsible for invoicing schools and individual employees for postage or delivery services used. They maintain mailroom records, track shipping information, and monitor deliveries. The Support Services Clerks supervise students assigned to work in the mailroom.

Essential Job Functions:

- Open the mailroom in the morning and start the equipment.
- Scan into the computer all mail delivered to the mailroom, including UPS, Federal Express, and Office Depot deliveries.
- Review purchase orders on the computer to monitor deliveries; contact companies to correct any errors, such as delivery to a billing, rather than shipping address.
- Prepare pick-up and delivery forms for outgoing mail.
- Sort, weigh, and apply postage to interoffice and outside mail; operate the Pitney Bowes machine to weigh, seal and count items.
- Sort interoffice mail into wall bins; place in mailbags for delivery by the Material Handlers.
- Deliver mail within the Central Office.
- Use the internal accounting system to pay delivery charges; bill schools and individual employees for their mailings.
- Maintain computer records and send to the finance department.
- Perform data entry in the tracking of mail.
- Train, supervise, and grade students assigned to work in the mailroom.
- Answer telephone.

Machinery, Tools, Equipment, Work Aids Used:

- Postage meter
- Computer, mouse, printer
- Scanner/Neotrak machine
- Scale
- Mailbags
- Carts
- Label maker, labels

- Stapler, tape
- Pens, paper
- Telephone

Products/Materials Handled:

- Envelopes
- Boxes
- All items noted above under machinery, tools, equipment, work aids used.

EDUCATIONAL/VOCATIONAL PREPARATION

- High School Diploma
- Basic computer skills

REQUIRED CERTIFICATES/LICENSES

- N/A

KNOWLEDGE, SKILLS AND ABILITIES

- Basic computer skills.
- Ability to operate mailroom equipment.
- Ability to perform general clerical tasks, including sorting/filing.
- Ability to stand for the majority of the workday.

JOB SITE ENVIRONMENT

Work Site:

- Inside (100%)

Temperature Factors (cold, heat, wet, humid, with or without temperature change):

- N/A

Noise Factors:

- Intermittent noise from office equipment.

Vibrations

- N/A

Air Quality Factors (fumes, dusts, gases, odors, mists, poor ventilation):

- N/A

Working Surface:

- Even, flat in the mailroom.
- Tile floor in the mailroom, with mats to reduce the stress of standing for extended periods.
- Use of stairs when delivering mail throughout the central office.

PHYSICAL REQUIREMENTS - Support Services Clerk- Mail Room - Central Office

Non-Material Handling:							
	<u>Not Required</u>		<u>Rarely</u> <1%	<u>Infrequently</u> <8%	<u>Occasionally</u> <33%	<u>Frequently</u> <66%	<u>Constantly</u> >67%
	<u>N</u>	<u>R</u>	<u>I</u>	<u>O</u>	<u>F</u>	<u>C</u>	<i>Description of Requirements at one time and throughout the shift</i>
Bend				X			Generally needed to reach mid-shin to mid-thigh level for seconds at a time. May be performed repeatedly for extended periods during large mailings. May substitute squatting.
Squat				X			Generally needed to reach mid-shin to mid-thigh level for seconds at a time. May be performed repeatedly for extended periods during large mailings. May substitute squatting. May substitute bending.
Kneel	X						Not usually required.
Crawl	X						Not usually required.
Balance			X				Surfaces are usually dry, flat and smooth flooring, mats, or stairs.
Reach Above Shoulder			X				Needed to sort mail. May be needed for extended periods.
Sit			X				Usually for less than 15 - 30 minutes at a time.
Stand						X	Usually combined with walking and carrying, and may be required for most of the work day on successive days.
Walk					X		Usually interspersed with standing and carrying for most of the day.
Running	X						Not usually required.
Alternate Sit/Stand						X	The duration of either position and frequency of change varies on a day to day basis.
Hand Dexterity						X	Needed to manipulate pieces of mail, pen and paper and small to medium size objects.
Hand Controls			X				Generally needed to operate mail processing machines.
Foot Controls	X						Not usually required.
Stair Climb			X				Needed to travel the 3 floors of the building twice a day. Elevator is available in building.
Ladder Climb			X				Not usually required.
Driving	X						Not usually required.

Material Handling:							
	<u>Not Required</u>		<u>Rarely</u> <1%	<u>Infrequently</u> <8%	<u>Occasionally</u> <33%	<u>Frequently</u> <66%	<u>Constantly</u> >67%
	Repetitions per day						
	<u>N</u>	<u>R</u>	<u>I</u>	<u>O</u>	<u>F</u>	<u>C</u>	<i>In pounds</i>
Lift Floor to Knuckle		50		30	--	--	Needed for handling packages. Help is often available for the heaviest packages.
10 in. to Knuckle		50		30	15	7	Needed for handling packages.
Knuckle to Shoulder				20	15	7	Needed for handling packages and trays of folded mail. Several times a year large mailings require handling trays of mail for up to 6 hours at a time.
Shoulder to Overhead				15	5	2	
Push				25	7	--	Pushing a mail cart or dolly.
Pull				25	7	--	Pulling a mail cart or dolly.
Carry			40	30	15	5	Needed to carry trays of mail around the mailroom. Includes carry on stairs. Distance varies. Deliveries can be on 3 floors.

JOB ANALYSIS REVIEW

Printed Name

Signature

Title

Howard County Public School System

Date

JOB ANALYSIS PREPARATION

Nancy Forest, MA, CRC, CCM, CDMS, CLCP
Printed Name

Signature

Senior Rehabilitation Case Manager
Title

First Rehabilitation Resources, Inc.
Company

Date

Michael Caruso, PT, OCS, FAAOMPT
Printed Name

Signature

Industrial Physical Therapist
Title

Occupational Rehabilitation Associates
Company

Date