

**DEPARTMENT OF JUSTICE  
DIVISION OF ADMINISTRATIVE SERVICES  
CENTRAL SERVICES/ MAILROOM  
DUTY STATEMENT**

**NAME:** Vacant

**POSITION NUMBER:** 420-027-4722-001

**JOB TITLE:** Business Service Officer (BSO) I (Supervisor) Mailroom/Delivery Services.

**STATEMENT OF DUTIES:** The BSO I (Supervisor) plans and directs a wide variety of business services functions necessary to support mail services for seven divisions within the Department of Justice (DOJ) generating up to 10,000 pieces per day, coordinating services between 10 DOJ buildings located throughout the Sacramento Area.

**SUPERVISION RECEIVED:** Under direct supervision from the Business Services Officer (BSO) II (Supervisor).

**SUPERVISION EXERCISED:** The BSO I (Supervisor) has direct supervisory responsibility for staff consisting of Office Technicians, Office Assistants, and Seasonal Clerks, who provide support and administrative services to all staff requiring mail support services, sorting, processing and delivery within the greater Sacramento Area.

**TYPICAL PHYSICAL DEMANDS & WORKING CONDITIONS:** Employee may be required to perform tasks that require driving, bending/stooping, carrying/lifting up to 40 pounds, climbing, kneeling, reaching/twisting, manual dexterity (grasping/keyboarding), pushing/pulling, prolonged standing/sitting, frequent walking. Employee works at a desk or in a cubicle in a workspace. More than one person may be assigned to the same workspace. The main Broadway facility is two-story concrete building, with multiple wings containing concrete and carpeted floors. All buildings are smoke-free environments.

**SPECIAL REQUIREMENT:** Possession of a valid California driver's license, with no restrictions that would limit the duties to be performed by this position.

**ESSENTIAL FUNCTIONS:**

**Business Service Planning and Oversight**

**50%** The BSO I (Supervisor) plans, directs, and organizes the workflow of the Mailroom and Delivery services staff, primarily located on the first floor, of the Broadway building. Provides daily first line supervision and direction to staff and reassigns staff and workload to meet changing priorities.

Oversees all mailroom functions, including but not limited to pick up and receiving of all incoming mail, overnight and delivery packages (i.e.: legal correspondence, document research, court filings), courier mail, interdepartmental mail, messenger, and other delivery services.

Oversees the processing of mail, including scanning, packaging, opening, sorting. Prepares monthly reports on postage expenditures and monitors postage and business reply services accounts. Maintains necessary levels of postage. Works with the U.S. Postal Service and other vendors concerning services provided and compliance to new regulations.

Oversees priority deadlines and recommends alternative service options for optimal and efficient completion of customer requests. Plans and coordinates any outside vendor services, working with various divisions to keep costs down and maintain the quality, quantity, and timeliness of services. Maintains records and prepares reports on supply usage and inventory levels, job type requests, and statistical data for analysis. Researches and recommends advances in technologies for cost reductions and/or efficiency by working with vendors, IT Support Services staff, BSO II (Supervisor), and various program management.

Facilitates the procurement of minor and major equipment for the mailroom and delivery vehicles. Determines if supplies and equipment meet the needs of the office and makes recommendations for equipment replacement. Coordinates repair and maintenance of mailroom and delivery equipment, ensuring that equipment is fully operational at all times. Maintains proper records and tracking systems for all expenditures, including purchase request forms, service authorization forms, may include Cal-Card invoices, and ensures timely payment of invoices under scope of responsibility.

Oversees and coordinates mail deliveries between 10 other DOJ buildings located throughout Sacramento, ensuring customer and staff inquiries and requests are met.

### **Administrative and Personnel Management**

**40%** Plans and coordinates future goals for the unit supervised. Reviews, evaluates, and recommends changes in operating procedures. As needed or assigned, prepares instruction manuals for staff to assist them in performing their duties. Disseminates policy and procedural changes, including health and safety practices when operating mailroom and delivery equipment, to staff in a timely manner and provides training as necessary to ensure compliance. Holds team meetings on a monthly basis and may meet with management and/or other supervisors and staff to discuss efforts to provide quality service.

Recruits and hires Mailroom and Delivery staff. Prepares probationary and annual reports and reviews/approves individual career development plans for assigned staff. Counsel employees, implements performance management and other personnel actions as necessary. Utilizes various computer software for employee information and status, monthly reporting, and recording of training and performance needs of staff.

Maintains attendance records; approves absences, overtime, and leave usage requests. Establishes and maintains positive working relationships and effective communication between professional and support staff. Prepares Monthly Reports, Health and Safety Reports, and Human Resources Confidential Reports.

