



Position Information

Employee Name:

Position Title:

Mail Operations Supervisor

Program:

Mail & Print Services

Work Unit:

Mail Operations

Classification:

Business Service Officer I (Supervisor)

Report To:

Supervisor II

Collective Bargaining Identifier (CBID):

S01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Yes

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

Mail & Print Services is a core operational program within State Fund responsible for providing critical mailing, printing, and distribution support to every major business unit across the organization, including Claims, Policy, Legal, Human Resources, CPC, and other internal departments. The program ensures timely, accurate, and compliant delivery of high-volume correspondence and printed output essential to State Fund's business operations.

Purpose/Scope:

Under the direction of the Supervisor II, the Business Service Officer I (BSO I) Supervisor oversees Vacaville Mail Operations and Legal Local Mail within the Mail & Print Services Program. This position is responsible for ensuring the secure, accurate, and timely processing of incoming and outgoing mail; maintaining compliance with U.S. Postal Service regulations; supervising and developing staff; and supporting enterprise objectives related to Mail & Print Services. The BSO I Supervisor provides operational leadership, maintains workflow continuity, ensures equipment readiness, and upholds safety and security standards while modeling State Fund's leadership competencies. The role also supports cross-team coordination, contributes to program initiatives, and acts as a working-level supervisor to maintain efficient and effective mail operations

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

30% Essential

- 1. Responsible for overseeing daily Vacaville Mail Operations and Legal Local Mail functions to ensure timely, accurate, secure, and compliant processing of all incoming and outgoing mail by providing leadership, operational oversight, workflow direction, and support to essential employees, ensuring quality and quantity standards are consistently met in alignment with State Fund's enterprise goals.**
 - a. Effectively supervise a team of on-site essential employees
 - b. Ensure timely and accurate processing of incoming and outgoing mail, including metering, sorting, delivery, and package handling, in alignment with established Service Level Agreements (SLAs).
 - c. Serve as the subject matter expert and regularly operate high-speed mail inserters and other mail equipment, including folding, postage metering, and related machinery.
 - d. Ensure quality control procedures are followed for all checks prior to mailing
 - e. Identify workforce challenges and develop business plans that ensure operational standards, workload balance, and service expectations are met.
 - f. Ensure all unit equipment is operated safely and maintained in proper working condition.
 - g. Maintain secure mail room operations, ensuring access is limited to authorized personnel.
 - h. Ensure checks received in the mail room are logged, tracked, and secured in a locked cabinet.
 - i. Oversee logging of all incoming shipments and supervise preparation of outgoing shipments.
 - j. Ensure compliance with all mandatory U.S. Postal Service policies and procedures, and maximize postal initiatives to reduce operational costs.
 - k. Ensure the end-of-day checklist is completed and signed daily, confirming that all mail is processed, delivered, or picked up before staff leave for the day.

20% Essential

- 2. Responsible for the administrative infrastructure that supports Vacaville Mail Operations and Legal Local Mail, this includes maintaining accurate procedures, monitoring production output, managing postal resources, ensuring compliance, and providing essential reporting to leadership.**
 - a. Maintain written procedures and job aids for all Mail Operations tasks.
 - b. Review and update procedures/job aids annually or as operational changes occur.
 - c. Ensure procedures/job aids follow the approved Mail & Print Services template and are stored on the Mail & Print Services SharePoint site.
 - d. Ensure daily mail volume and shipment data are accurately tracked for reporting and trend analysis.
 - e. Maintain inventory levels and order postal supplies and products as assigned.
 - f. Record postal expenses using computerized software, spreadsheets, and manual logs; monitor USPS postage balances; and assist the AGPA with reporting needs.

- g. Assist in developing and analyzing postage-related reports and cost trends.
- h. Monitor production operations and provide weekly metrics reporting to management.
- i. Present production metrics and operational summaries during monthly leadership meetings and operation reviews.
- j. Serve as an expert resource on Mail & Print Services policies, procedures, and operational standards.
- k. Provide information regarding mailing services, workflows, and process expectations to management as needed.
- l. Anticipate potential mail delivery disruptions (e.g., equipment malfunction, weather, human error, resource shortages) and develop contingency plans.
- m. Conduct lessons-learned reviews when disruptions occur.
- n. Incorporate necessary changes to processes to improve future outcomes.

15% Essential

3. Responsible for building, developing, and maintaining a high-performing Mail Operations team, this includes recruiting qualified candidates, providing training and coaching, conducting performance evaluations, addressing performance issues, and ensuring compliance with civil service rules and State Fund guidelines.

- a. Recruit and hire subordinate staff:
 - 1. Begin the hiring process upon knowledge of a vacancy.
 - 2. Recruit and interview in a fair and impartial manner, and in accordance with state civil service and State Fund procedures and guidelines for hiring.
 - 3. Keep the Program Manager apprised of vacancies in the unit and efforts to fill.
 - 4. Participate in job fairs, testing, and interview panels.
- b. Duty statements and performance plans:
 - 1. Regularly review duty statements and performance plans for staff and update as changes occur in workflow and responsibilities; discuss revised duty statements with staff.
 - 2. Discuss duty statements and performance plans with new hires.
- c. Training and development:
 - 1. Build a high-performing, proactive, and engaged team while coaching and developing staff.
 - 2. Develop training plans; coordinate and participate in entry-level training for newly hired staff.
 - 3. Review and monitor training to ensure staff receive instruction and coaching to proficiently perform assigned responsibilities in compliance with corporate guidelines.
 - 4. Coordinate training and career development as part of the appraisal process and in consultation with the Program Manager.
- d. Appraise and discipline staff:
 - 1. Provide timely probationary and annual performance appraisals.
 - 2. Provide feedback, training, and discipline as necessary and appropriate to improve performance or correct performance deficiencies.
 - 3. Monitor metrics for continuous process improvement.
- e. Respond to grievances and complaints as needed.
- f. Ensure personnel safety:
 - 1. Maintain safe working conditions and procedures according to corporate safety guidelines and applicable laws.
 - 2. Take immediate, appropriate action when notified of any unsafe condition, potential threat to employee safety and health, or ergonomic need.
 - 3. Report work injuries or accidents immediately; all reporting forms will be completed in compliance with State Fund guidelines.
 - 4. Ensure that assigned and unit equipment is operated in a safe manner and maintained in good working order.
- g. Establish, maintain, and implement metrics to measure and track quality and performance.
- h. Continually seek to improve internal processes and ensure procedures are up to date.

15% Essential

4. Contribute to a positive culture and support Mail & Print Services program goals.

- a. Conduct regular 1:1s, team meetings, and check-ins with staff. Utilize phone calls, messaging, and video conferencing to remain connected in a hybrid work environment and ensure Supervisors maintain consistent engagement practices with their teams.
- b. Encourage staff participation in town hall meetings, appreciation events, and engagement surveys; support Supervisors in motivating their teams to actively participate.
- c. Lead by example and assist with planning and participating in appreciation events, mid-year activities, and year-end events to contribute to a positive Mail & Print Services culture.
- d. Provide opportunities for employees to learn new tasks to promote job enrichment; ensure Supervisors create similar development opportunities within their teams.
- e. Provide opportunities for employees to contribute ideas for improving work assignments, promoting ownership of job performance through an interactive process; reinforce this expectation across all Supervisors.

10% Marginal

5. Contribute to the overall success of the Mail & Print Services Program by supporting operational planning, cross-functional collaboration, equipment readiness, and leadership engagement activities.

- a. Attend and actively participate in all Mail & Print Services management team meetings.
- b. Conduct regular 1:1s, team meetings, and check-ins with staff. Utilize phone calls, instant messaging, and video conferencing to stay connected in a hybrid work environment and maintain consistent engagement practices.
- c. Encourage staff participation in town hall meetings, appreciation events, engagement surveys, and other organizational activities to support a positive and engaged culture.
- d. Monitor production output of staff and provide weekly reporting of operational metrics to management.
- e. Ensure unit equipment is operated safely and maintained in good working order in accordance with manufacturer specifications.
- f. Coordinate equipment repair and maintenance as needed.
- g. Serve as backup for the Mail Operations Manager when required.
- h. Participate in the budget-planning process for Mail & Print Services.
- i. Participate in and, when assigned, lead special projects related to mail operations, process improvements, or cross-functional initiatives.
- j. Oversee process and tool improvement initiatives to support efficiency, compliance, and operational effectiveness.

5% Marginal

6. Provides operational continuity and coordination across Mail & Print Services, and other business programs, this includes acting as a backup mail operator and supporting cross-team initiatives to maintain consistent service delivery.

- a. Serve as a backup mail operator to ensure continuous mail processing coverage during staff absences, workload surges, or operational disruptions.
- b. Coordinate and provide back-up operational support between Mail & Print Operation Teams and Local Print to maintain workflow continuity and service consistency.
- c. Support Mail & Print Services initiatives and contribute operational expertise on behalf of other programs as needed.

100%

Required Knowledge Areas:

- Proficient knowledge of principles, practices, and techniques of personnel management and supervision to oversee the work activities of staff.
- Working knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- Proficient knowledge of time management techniques to oversee efficient prioritization and completion of work unit tasks for staff and self.
- Working knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity in hiring and employee development and promotion.
- Working knowledge of State Fund standard software applications.
- Working knowledge of team building and team-leading skills.
- Working knowledge of State Fund [Claims, Policy] applications and documents.
- Working knowledge of Corporate/Regional Office policies and procedures related to providing [Claims, Policy] clerical support.

Required Skills and Abilities:

- Ability to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff.
- Ability to analyze workflow issues and distribute/delegate work to staff.
- Ability to design, plan, and implement policies, procedures, and workflow processes.
- Ability to achieve results according to objectives.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to resolve sensitive issues and problems.
- Ability to manage multiple projects and tasks.
- Ability to effectively work with and relate with other people.
- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to effectively work with and relate with other people.

Work Environment:

Physical Requirements:

- Incumbent works in the usual office environment.

Travel:

- Travel may be required.

Emergency call backs:

- Not applicable.

Work Hours:

- Standard core business hours.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: