



Position Information

Employee Name:

Position Title:

Mail Operations Technician

Program:

Mail & Print Services

Work Unit:

Mail Operations

Classification:

Office Technician

Report To:

Business Service Officer I (Supervisor)

Collective Bargaining Identifier (CBID):

R04

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

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 Business Service Officer I (Supervisor) (Mail Operations Supervisor), the Office Technician supports both centralized and local Mail & Print Services operations by performing routine to moderately complex technical duties. The incumbent follows established procedures to accurately process incoming and outgoing mail, support Local Print workflows, complete AskAdmin copy and print requests, prepare special mailings, and assist with shipment receiving, stocking, and distribution. The Office Technician ensures timely, accurate, and compliant handling of mail and materials, maintains workflow continuity, and provides reliable operational support that contributes to the overall effectiveness of Mail & Print Services.

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

35% Essential

- 1. Responsible for supporting core Mail & Print Services operations by performing specialized mail processing, local print production, and AskAdmin copy-request work.**
 - a. Sort, scan, process, and deliver incoming mail to designated programs with accuracy and timeliness.
 - b. Complete AskAdmin Copy Requests including copying, finishing, assembling, packaging, and routing completed materials to requestors.
 - c. Support Local Print, Claims, Legal and other business units by processing local print jobs, including printing, assembling, and preparing materials for distribution.
 - d. Manually hand-stuff Legacy Policy Jobs, Batch 5/6 letters and other specialized mailings, ensuring accuracy and correct routing to intended recipients.
 - e. Handle special print and mailing projects as assigned, ensuring materials are completed according to established requirements and timelines.

25% Essential

- 2. Provide additional support for mail operations, by preparing, processing, distributing, tracking, and maintaining all incoming and outgoing mail, supplies, inventory, postage levels, and required operational metrics to ensure timely, accurate, and compliant mail workflows.**
 - a. Meter, seal, tray, and prepare outgoing USPS mail for scheduled courier pickup.
 - b. Distribute boxes, cartons, envelopes, postal containers, forms, and paper stock; verify envelope products and supply machine operators.
 - c. Assist Machine Operators by filling, sleeving, and strapping trays for timely preparation of outgoing mailings.
 - d. Process letters at the MakeRight Station.
 - e. Maintain envelope and forms inventory and update inventory logs.
 - f. Monitor postage levels on metering machines and notify designated staff for replenishment.
 - g. Maintain incoming and outgoing mail metrics and submit required reports.

15% Essential

- 2. Receiving, Stocking, Dock Operations & Shipment Preparation**
 - a. Coordinate the receipt of shipments by logging incoming materials, validating documentation, and updating tracking systems to ensure accurate records for Mail Operations.
 - b. Monitor bays, floors, and storage areas and coordinate facility staff when cleaning or organization is required; maintain documentation related to shipment flow and storage accuracy.
 - c. Track and document incoming boxes, pallets, and other materials received from carriers; ensure shipment data is accurately recorded in inventory systems and notify designated staff when carrier issues or discrepancies occur.

- d. Coordinate the preparation of outgoing shipments by generating shipping labels, completing documentation, assembling paperwork packets, and ensuring materials are staged for pickup according to carrier schedules.
- e. Arrange and document internal pick-ups or transfers of materials to other State Fund locations; prepare routing information and communicate transport needs to appropriate staff.
- f. Monitor loading dock activity by maintaining logs of scheduled deliveries, entering arrival updates, and alerting appropriate personnel when shipments arrive or when dock access needs to be secured.
- g. Log all carrier-delivered shipments (FedEx, UPS, USPS, etc.) and route materials to designated programs by updating distribution records and notifying program staff of receipt.
- h.

15% Essential

3. Attend and participate in regular meetings and check-ins to stay up to date and connected in a hybrid work environment, which includes on camera video conferencing, Instant Messaging and phone calls to stay connected in a hybrid work environment.

- a. Attend and participate in regular meetings and check-ins using video conferencing, instant messaging, and phone communication.
- b. Participate in 1:1s and skip-level meetings with supervisors and management.
- c. Attend unit and program meetings relevant to operational needs.
- d. Participate in Mail & Print Services meetings such as town halls and employee appreciation events.
- e. Attend OneAdmin program check-in meetings.

10% Marginal

4. Provide backup coverage and complete special duties and projects as assigned.

- a. Provide backup coverage for mail delivery, mail pickup, and other Mail & Print Services functions when required.
- b. Perform miscellaneous tasks as directed to maintain continuity of operations.
- c. Deliver mail to USPS or other mailing facilities when needed.
- d. Support special mailing or printing projects and other assigned initiatives.

0% Essential or Marginal

5. Main task (Summary)

- a. Sub tasks (Detailed breakdown of specific tasks)

100%

Required Knowledge Areas:

- Proficient knowledge of State Fund standard software applications.
- Proficient knowledge of State Fund's computer-based technology.
- Proficient knowledge of business English and correspondence.
- Proficient knowledge of automated office equipment (e.g., copy machine, fax, personal computer, multi-line telephone, etc.) to perform duties.
- Working knowledge of workers' compensation insurance rules and regulations.
- Working knowledge of time management techniques to oversee efficient prioritization and completion of work unit tasks for staff and self.
- Working knowledge of project management principles.

- Working knowledge of Corporate/Regional Office policies and procedures related to providing [Claims, Policy] clerical support.

Required Skills and Abilities:

- Ability to interpret/apply policies and procedures to complete assignments.
- Ability to interpret and apply policies and procedures and take proper action.
- Ability to achieve results according to objectives.
- Ability to communicate professionally and effectively, verbally and in writing.
- Ability to screen mail, visitors, and telephone calls and take proper action.
- Ability to acquire, apply, and support knowledge of current office practices and procedures.
- Ability to use good judgment and make sound decisions in high pressure or sensitive situations while being firm yet tactful
- Ability to maintain confidentiality of sensitive information.

Work Environment:

Physical Requirements:

- Incumbent works in the usual office environment.
- Frequent pulling and pushing of carts and hand trucks containing boxes.
- Move boxes up to 50 lbs.
- May be expected to wear Personal Protective Equipment (PPE) such as safety goggles, hard hat, and steel-toes shoes.
- Ability to perform repetitive tasks involving hand dexterity.
- Occasional lifting up to 40 lbs., above shoulder level

Travel:

- Travel to various work sites and locations for training and/or meetings.

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: