SARASOTA COUNTY GOVERNMENT
CAREER TRACK

MAIL SERVICES & PRINT SERVICES

SUB-CLASS CODE: See Below
EEO CODE: 06/07
FLSA: Non-Exempt
W/C CODE: 8742/8810
PAY BAND: Operational Service Support, Tier II
Administrative/Para-Professional, Tier III

MAJOR FUNCTION(S)

Mail Courier
This is service level work sorting, distributing, picking up and processing mail, and performing courier duties.

Print Services Coordinator
This is para-professional work coordinating all aspects of the County's centralized Print Shop. Responsibilities may include lead, administrative, and/or training duties.

Primary Purpose	
Mail Courier Sub-Class Code 34593 - Pay Grade 9912	**Print Services Coordinator** Sub-Class Code 34596 - Pay Grade 9923
This is work sorting, delivering and picking up mail and/or performing courier duties. **In general, work assignments at this level may include, but are not limited to….** ▪ Delivers and picks up mail from County departmental offices within the county administration center or in the outer perimeter in North and South County ▪ Picks up printing orders and delivers to County offices ▪ Assists in the mailroom with presorting and moving of heavy mail bags and boxes ▪ Delivers payroll, petty cash and checks to County offices	**This is progressively responsible service support work coordinating print functions with frequent administrative, lead and training duties. Responsibilities include administrative duties in planning and managing the County Print Shop** **In general, work assignments at this level may include, but are not limited to….** ▪ Assists in development, coordination, and implementation of policies, procedures and work standards ▪ Functions as the key customer contact for the unit ▪ Plans, assigns and coordinates work of office support staff ▪ Prepares statistical, financial, and operational reports ▪ Assists in the review of core service and analysis of cost effectiveness; prepares corrective action or revision to service criteria, and studies the effectiveness of contractual services ▪ Conducts presentations to promote an understanding of the core service ▪ Participates in the formulation of policies, procedures or other administrative matters as needed. ▪ Assists in preparing budget proposals and overseeing budget expenditures ▪ Studies recommendations for changes in budget line items
*Advanced level includes Tier I duties	

Core Competencies (Knowledge, Skills and Abilities)

Mail Courier Sub-Class Code 34593	**Print Services Coordinator** Sub-Class Code 34596
Communication Skills/Technical Knowledge	
▪ Displays good customer service skills such as courtesy, sensitivity, tact, rapport, and discretion ▪ Maintains high standard of confidentiality ▪ Responds appropriately to inquiries and provides adequate information ▪ Places priority on responses ▪ Communicates effectively and appropriately ▪ Demonstrates flexibility in work situations	▪ Handles difficult customers/situations ▪ Prioritizes work effectively ▪ Responds to inquires of a non-routine nature ▪ Provides appropriate response to policy, procedures and legal or regulatory issues ▪ Organizes and presents information effectively ▪ Uses tact in responses to executives, contractors, and external/internal customers ▪ Displays initiative to contact customers on difficult issues ▪ Exercises sound, independent judgment ▪ Possesses good technical knowledge of field ▪ Practices good time management techniques
Both levels require ability to establish and maintain effective working relationships.	
Business Equipment and Computer Skills	
Intermediate computer skills: ▪ Outlook ▪ Electronic Filing Systems Ability to use standard business equipment: ▪ Copier ▪ Printers ▪ Phones	Expert skills in computer operations in Tier 2, plus: ▪ Expert in Computer software/hardware necessary to perform job ▪ Power Point, ▪ Word, Excel ▪ Computer Maintenance Software
Budget/Fiscal Skills	
▪ Exercises good stewardship of county resources	▪ Exercises stewardship of county resources ▪ Offers innovative cost-saving ideas when appropriate

Minimum Qualifications

Mail Courier Sub-Class Code 34593	**Print Services Coordinator** Sub-Class Code 34596
▪ High School Diploma or GED ▪ One year of experience ▪ Some clerical, secretarial, and computer experience ▪ A valid state driver's license may be required Note: One year of advanced schooling may substitute for the one year of experience.	▪ Associates degree from an accredited college/university ▪ 4 years of administrative or print services experience ▪ Year-for-year experience may substitute for the college degree ▪ Some lead or supervisory experience may be required
NOTE: 30 college credits are considered equivalent to one year of college.	

NOTE: Employees who acquire the skills and minimum qualifications for the next level will be able to apply for promotional opportunities. Employees will not automatically be upgraded to the next level. Reclassifying a position is based on business need and financial impact and not based solely on the incumbent.

APPROVED BY: **DATE:**

Chris Louria Digitally signed by Chris Louria
Date: 2022.02.23 12:40:54 -05'00'

Chris Louria, Chief Human Resources Officer

History: 8/28/19; 4/29/10