

Mailroom Clerk Job Description

Duties and Responsibilities:

- Keep record of all mails received using the computer system in a particular order to be able to identify date of receipt, where and whom it was sent to for easy identification. This process helps in tracking mails and packages and prevents losses
- Sort packages and group them into different categories for easy dispatch and safe handling during delivery to prevent damage of sensitive packages if they were mixed up with non-sensitive ones
- Collect mails and packages from staff in the organization, including spelt out addresses of where they will be sent to
- Work with courier services and postal offices to get best rates of mail delivery and stay updated on quality of service delivery
- Verify payroll and accounts payable for printing and distribution of mails
- Gather inventory items and evaluate seasonal inventory counts, recording inventory items and materials
- Check various postal rates and weight options to get best prices to save cost
- Fill relevant details in distribution and shipping forms, providing accurate information to ensure that mails are delivered to the right locations and people
- Maintain supplies, including shipping and mailing envelopes, boxes, markers, forms stickers, and tape available to ensure that they don't go out of stock
- Answer inquiries from employees about posting rates and duration and also inform them about special posting packages and promotions
- Keep the mailroom organized by properly arranging the bundles of mail and packages coming in to prevent littering and jam-packing in the office space
- Weigh employee items to be mailed to get the right weights and assign the proper amount of postage to them

- Train mailroom clerks that are new to the organization, putting them in-line with best practices and organizational mailing procedures.

Mailroom Clerk Requirements – Skills, Knowledge, and Abilities

- Verbal and oral communication skills: Mailroom clerks should be able to communicate effectively with colleagues, receivers, and the management to avoid errors in sending mails
- Computer operating skills: The clerk needs to be able to use the computer for record keeping
- Multitasking: The clerk will be more efficient in his/her work if he/she can take on various tasks at the same time and complete them without errors
- Ability to work under pressure: The work at the mailroom requires meeting deadlines, therefore, the clerk should be able to handle the pressure that comes with it
- His/she should possess data entry skills
- Organizational skills: The clerk should be able to arrange their work schedule and the mailroom in such a way that will promote their efficiency on the job.