Oklahoma Farm Bureau & Affiliated Companies
Job Description

Job Title: Mail Room Associate		**Department:** Mail Room	
Accountable to: Mailroom Supervisor		**Issued:** 07/2014 **Revised:** 11/2023	
Grade Level: 04	**Type of position:** ☒Full-time ☐ Part-time ☐ Intern ☐ Seasonal	**FLSA:** ☒ Nonexempt ☐ Exempt	**Position Details:** ☐ Supervisor/Manager ☒ Individual Contributor

Summary: Prepare incoming and outgoing mail for distribution. Use hand or mail handling machines to time stamp, open, read, sort, and route incoming mail; and address, seal, stamp, fold, stuff, and affix postage to outgoing mail or packages. Duties may also include keeping necessary records and completed forms.

Essential Duties and Responsibilities include the following, however, other duties may be assigned.

- Verify that items are addressed correctly, marked with the proper postage, and in suitable condition for processing.
- Organize County Documents and place in correct outgoing bins
- Confirm County Numbers and Agent Name match
- Seal or open envelopes, by hand or by using machines.
- Fold letters or circulars and insert them in envelopes.
- Place incoming or outgoing letters or packages into sacks or bins based on destination or type, and place identifying tags on sacks or bins.
- Deliver mail to 2nc1, 3rc1, and 4th floors three times a day
- Affix postage to packages or letters by hand, or stamp materials, using postage meters.
- Clear jams in sortation equipment.
- Relieve Switchboard Operator from operator duties as requested.

Skills:

- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking - Talking to others to convey information effectively.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Instructing - Teaching others how to do something.
- Service Orientation - Actively looking for ways to help people.

Attributes:

- Near Vision - The ability to see details at close range (within a few feet of the observer).
- Category Flexibility - The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Selective Attention - The ability to concentrate on a task over a period of time without being distracted.
- Information Ordering - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Oral Comprehension- The ability to listen to and understand information and ideas presented through spoken words and sentences.

Competencies

- To perform the job successfully, an individual should demonstrate the following competencies:
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar errors; Able to read and interpret written information.
- Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment. Ethics - Treats people with respect; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
- Judgment - Exhibits sound and accurate judgment.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
- Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position.
- Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly and accurately.
- Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently at work and punctual. Dependability - Follows instructions; Responds to management directions.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or six months to one-year related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two-digit numbers and to multiply and divide with lO's and lOO's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed, but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of computers and computer systems including hardware and software.

Other Skills and Abilities

10-Key, typing, telephone, and basic business skills are required.

Other Qualifications

Employee is expected to maintain regular attendance.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is required to sit, stand, walk, push and pull a cart, and lift up to 50 pounds on a regular basis. The employee is regularly required to stand and walk about the multi-floor office to complete various tasks. The person in this position frequently communicates with individuals who have inquiries, thus the person selected must be able to exchange accurate information in such situations.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The worker is regularly in a typical office environment and is not exposed to adverse environmental conditions. The noise level in the work environment is usually moderate.