



Director, Mailing and Material Management Services Job Description

JOB INFORMATION

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|--------------------------|---|
| <i>Job Code:</i> | 155035 |
| <i>Job Title:</i> | Director, Mailing and Material Management Services |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | Manages through multiple layers of subordinate supervisors.; Supervises employees and/or student workers. |
| <i>Job Family:</i> | Special Equipment/Material Handling |
| <i>Job Family Group:</i> | Administrative Support |
| <i>Management Level:</i> | 4 Administrator |

JOB SUMMARY

Directs day-to-day operations of Mailing and Material Management Services (MMMS) business units. Directly or indirectly manages all MMMS staff, and determines organizational structure, reporting relationships, and short- and long-term goals. Designs and maintains MMMS policies, procedures and performance standards. Develops and manages department budgets and makes resource allocation decisions. Responsible for maintenance and optimization of automated and manual equipment, vehicle fleet, and systems required to facilitate operations.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|-------------------|-----------------------|
| X | | Bachelor's degree | |
| | X | Master's degree | |

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|--------------------------------------|
| X | | 7 years | in logistics and material management |
| | X | 10 years | |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|---|
| X | | Experience in a Management/leadership role. |
| X | | Demonstrated experience leading an organization in large, complex environments. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|---|
| X | | Exceptional written and oral communication skills, and demonstrated attention to detail. |
| X | | Proven success in cross-functional collaborations. |
| X | | Demonstrated interpersonal skills, able to maintain professional demeanor and remain courteous in all interactions. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Directs day-to-day operations of Mailing and Material Management Services (MMMS) business units: mail sortation and distribution, storage management, material management and distribution, retail sales of postal and shipping products, and sustainable management/sales of excess university property. Sets protocol and standards for accounting and customer service, and is responsible for operational efficiency and process improvements across the organization. | | | | |
| Responsible for maintenance and optimization of automated and manual equipment, vehicle fleet, and technology, ensuring system currency and efficiency. Develops and manages department budgets and makes resource allocation decisions. Directs the development, marketing, and promotional strategies for MMMS retail and services. Creates innovative business solutions while proactively developing and managing cross-functional relationships to enhance MMMS services. | | | | |
| Responsible for MMMS warehouse operating model design, process flow and capacity. Directs MMMS service delivery, logistics and productivity reporting to reduce the number of touch points for customer mail/materials. Designs short- and long-term strategies and training, ensuring optimal levels of Productivity, safety, regulatory compliance, and customer service. Develops and maintains MMMS policies, procedures and standards. Implements cost-reduction measures service changes as necessary. | | | | |
| Directly or indirectly manages all MMMS staff and determines organizational structure, reporting relationships and short- and long-term goals based on established service goals. Oversees the performance evaluations process for all MMMS staff, creating avenues for exchanging and analyzing feedback. | | | | |

Other Requirements

| Essential: | Emergency Response/Recovery | Essential: | Mandated Reporter |
|--|--|------------|---|
| | In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/ |
| Campus Security Authority (CSA) | | | Essential: |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/ | | | No |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.