

## **Mail Clerk Office Services**

Mission Aviation Fellowship (MAF), a Christian nonprofit organization founded in 1945, is seeking people who share our desire to see isolated people changed by the love of Christ. MAF operates globally, with its headquarters located in Nampa, Idaho. MAF's core values are: we follow Jesus, we serve together, we commit to a higher standard, and we value each other. This position is a vital part in serving together to bring help, hope, and healing through aviation.

### **A Brief Overview**

The Mail Clerk ensures the consistent and efficient mail flow for the organization's global operations using complex mail equipment and related technology in a way that carries our MAF's purposes, as an essential part of the work of MAF so that the Gospel is proclaimed and God's Kingdom is extended.

This position requires an active commitment to the mission, values, and doctrinal stance of MAF. In the course of performing job duties, the employee will act in a manner that is Christ-honoring as well as Christ-like, demonstrating a personal Christian faith and witness in all interpersonal interactions. In addition, the employee must be willing to assist with other projects and duties as assigned by their manager.

### **Essential Duties**

- 25% Processes and distributes organizational mail.
  - Picks up and delivers organization's daily mail and packages.
  - Monitors, sorts, and delivers all MAF and PACTEC internal and overseas mail.
  - Develops knowledge of and follows postal and courier policies, procedures, and regulations.
  - Operates mail metering equipment and related postal software.
  - Charges appropriate divisions and budget centers for mail expenses
  - Interacts with Donor Services and ensures daily contributions are delivered to them.
  - Remains knowledgeable of MAF's and PACTEC's security mail requirements for various countries
  - Sorts, packages, and prepares D2 weekly mailings, paperwork, and documentation.
  - Troubleshoots and resolves minor technical problems related to equipment.
- 20% Print envelopes utilizing appropriate software and equipment.
  - Processes and prints required envelopes using appropriate equipment and related software.
  - Remains knowledgeable of operation and function of Office Services equipment and postal software
  - Troubleshoots and resolves minor technical problems related to equipment and software.
- 15% Maintains a high level of customer service.
  - Responds in a timely manner to customer service requests and proactively works to resolve issues.
  - Interacts professionally and courteously with customers and vendors face-to-face.
  - Works with customers to determine mail option solutions.
- 10% Various
  - Stocks Mailroom supplies
  - Processes requests for miscellaneous mailings
  - Operates folding, perforating, and cutting equipment for documents used on various projects.
  - Assists volunteers with projects conducted in and related to the Mailroom.
- 5% Assists Print Shop Coordinator
  - Maintains a basic understanding of printer and software.
  - Provides departmental back-up assistance in times of heavy workload, vacations, or illnesses.

### **Qualifications**

- High School Diploma/GED is required, or equivalent combination of education and experience.
- 1 year in a mailroom or general office services

## **Skills**

- Intermediate skill in accurate keyboarding
- Basic ability in managing and maintaining complex postal and printing equipment.
- Intermediate knowledge/understanding of Microsoft Windows and Office
- Basic ability in handwriting legibly
- Intermediate ability in communicating effectively via in-person and electronic means.

## **Competencies**

- Strong people skills; uses tact and diplomacy when dealing with other personnel and the general public.
- Detail-oriented
- Good time management and multi-tasking ability
- Respects the confidentiality of information or concerns shared by others.
- Monitors the quality of work.
- Is dedicated to meeting the expectations and requirements of internal and external customers.
- Effectively applies technical knowledge to solve a range of problems.

## **Physical Requirements**

- Frequently standing, walking, sitting, reaching, and being around noise
- Frequently lifting, carrying, pushing, and pulling of up to 75 lbs.
- Occasionally climbing, balancing, stooping, kneeling, crouching, and crawling

Valid Driver's License Required

## **Starting Pay Range**

\$16.18 to \$18.88 hourly DOE

MAF is committed to paying our team members competitively to the industry market and to being a market leader in benefits and work/life balance programs. Consistent with our value..." We commit to a high standard," MAF's Total Rewards Philosophy is designed to maintain and improve our market competitiveness in the NGO sector to attract and retain our most critical resource - our people.

MAF is committed to creating and maintaining a work environment free from any form of unlawful discrimination or harassment. As a faith-based religious organization pursuant to the Civil Rights Act of 1964, Section 702 (42 USC @2000e), MAF has the right to and does solely hire candidates who agree with our Statement of Faith and agree to abide by our Standards of Conduct.

MAF expects all MAF staff to comply with its Safeguarding Policy. This includes proper moral and ethical conduct towards all children and vulnerable adults, in all circumstances and in all relationships. In addition, all MAF staff have a responsibility to seek to prevent any form of abuse, to raise any ongoing concerns, and to report any harm, abuse, or neglect to children or vulnerable adults, discovered or reasonably suspected. Violations of this policy will be subject to corrective action up to and including termination of employment.

MAF seeks to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for personal and professional growth and development. We will make reasonable accommodation for qualified individuals with known disabilities, unless doing so would result in undue hardship to the organization.