

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Courier

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
A	1	2	Non-Exempt	Resident Services	Director of Community Services and Programs

CLASS SUMMARY:

This position is responsible for assembling and distributing mail for Housing Authority office locations.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Transports mail to and from Housing Authority locations.
2.	Provides customer service to individuals (special deliveries, pickups of background checks, etc.)
3.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 0-2 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- Wisconsin Driver's License

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Customer service principles;
- Public housing development locations;
- Traffic laws and regulations.

Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under direct supervision, using well-defined policies and procedures. Work is reviewed by supervisor. Limited opportunity exists for exercising independent judgment and decision making. Refers most problems to supervisor.

SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Transporting mail in accordance with established timelines;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to receive work direction.

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PHYSICAL REQUIREMENTS:

Positions in this class typically require: stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to travel.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR