

## **GENERAL SERVICES SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves responsibility for supervising and coordinating the daily operations of the mailroom and in-house printing functions in the Ulster County General Services Department. An incumbent in this class will oversee incoming and outgoing mail processes, shipping activities, postage accounting, high-volume printing operations, tax bill compilation and processing, supply inventory and also have responsibility for the standard operating procedures. The work involves frequent communication with County Departments, external carriers, mail machine vendors and print vendors to ensure efficient, cost-effective and compliant service delivery. Work is performed under the general supervision of the Ulster County Director of General Services with wide leeway allowed for independent judgment in planning and carrying out assignments. Supervision is exercised over the work of subordinate mailroom personnel. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following as well as other related activities not described.

Supervises and coordinates the processing and delivery of all types of incoming mailings and the collection of all types of outgoing mailings for the mailroom of the Ulster County General Services Department;

Coordinates with department heads and employees on mail procedures;

Coordinates with USPS, UPS, FedEx and freight carriers on rates, updates, and procedures, as well as maintaining all proper shipping permits, accounts, and billing;

Monitors shipping costs, consults with department heads and accounting staff on account charges and changes, ensuring compliance with County approval procedures;

Reviews and reports on billing, chargebacks, purchase orders, invoice accuracy and reconciliations for yearly budget purposes;

Coordinates and schedules equipment and vehicle maintenance with relevant vendors and the fleet manager;

Operates business PC and all related county software for mail and printing needs;

Operates and maintains high production copier for urgent high priority in-house printing;

Supervises and trains subordinates working in mailroom;

Coordinates with mail machine vendors regarding preventative and repair maintenance, updates, new mailing options and monthly/quarterly service needs;

Manages and orders inventory of USPS, UPS mailroom shipping and office and mail machine supplies i.e. tape, pens, sealing agents, UPS carbon labels, postage strips, ink and cartridges and coordinates with departments regarding their supply needs;

Tracks monthly postage usage and keeps balance to report to the Ulster County General Services Department for acquisition of funds;

Reviews mailings to ensure all opportunities for combining shipments are utilized;

Compiles reports using Adobe Acrobat, Microsoft Excel and Microsoft Word;

Operates and maintains two high production folder inserters for the purpose of generating mailers including but not limited to County and Local municipal tax agencies tax bills, late notices, assessment changes, Ulster County payroll, vendor A/P and department of Social Services bills;

Manages school and local tax printing programs throughout the year according to NYS tax Laws and procedures;

Compiles multiple tax roll binders and miscellaneous tax documents for multiple towns;

Handles the processing of unpaid tax bills, foreclosure mailings, and Finance Eligibility letters for the towns and villages of Ulster County;

Acts as a Liaison between Ulster County and the print vendor;

Assists departments with printing procedures and projects and advises on the most cost-effective printing methods;

Reviews documents prior to sending to vendor to ensure proper format;

Reviews the live google documents maintained by the vendor for accuracy and estimated completion times.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of United State Postal Service policies, practices and procedures; good knowledge of the operation of mail processing and duplicating machines and associated equipment; good knowledge of NYS tax bill printing requirements; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of inventory control procedures; good knowledge of U.S. postal regulations; ability to supervise and train staff; ability to operate maintain and troubleshoot high-production copiers, inserts, printers and mail machines; ability to communicate effectively with County Departments, vendors and external carriers; ability to prepare and maintain accurate reports; ability to get along well with others; accuracy; initiative.

**MINIMUM QUALIFICATIONS:** Either

- A. Possession of a Bachelor's Degree and one (1) year of full-time paid or its part-time equivalent supervisory experience in mail room operations, shipping/logistics, printing services, or inventory control; **OR**
- B. Possession of an Associate's Degree and three (3) years of full-time paid or its part-time equivalent experience working in mail room operations, shipping/logistics, printing services, or inventory control, one (1) year of which must have been in a supervisory capacity; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid or its' part-time equivalent experience working in mail room operations, shipping/logistics, printing services, or inventory control, one (1) year of which must have been in a supervisory capacity; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

**Note:** Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**Note:** At the time of appointment, applicants must possess a valid New York State Driver license, Class D.

ULSTER COUNTY  
3250 GS SUP  
Classification: Competitive  
Grade: 15  
Union: CSEA

Adopted: December 11, 2025