



MVNU Student Employment Job Description

JOB TITLE: Customer Service and Post Office Assistant

DEPARTMENT: MVNU Post Office

REPORTS TO: Kelly Russell, Mail Services Coordinator & Rodney Yoder, Receiving

TO BEGIN: Spring 2025

The MVNU Campus Post Office is the campus hub for incoming and outgoing mail and packages using the United States Post Office, UPS, FedEx, Amazon, and other various carriers. Our office provides service to faculty, staff, on-campus students and commuter students. We seek to create a welcoming environment with outstanding customer service.

Student employees are trained in front-line customer service as well as assisting in day to day behind the scenes operations. Work hours are built around your class schedule.

REQUIREMENTS:

- **Skills:** Dependability in following departmental procedures. Reliable for work shifts. Ability to work independently. Detailed in tasks. Organized and able to alphabetize and read cursive handwriting.
- **Attire on the Job:** University Dress Standard as listed in the Student Handbook
- **Expectations:** Provide a professional, organized, and efficient service to departments on campus. Exhibit a Christ-like attitude in all assigned duties.
- **Special Requirements:** Must be able to lift and carry up to 50 lbs.

DUTIES (include but not limited to):

- **Front Desk Customer Service:** Includes logging incoming student packages, organization of letters and packages, selling first class stamps, and assisting with mailing needs.
- **Mail Center Assistance:** Assist Mail Center with outgoing mailings including stuffing envelopes, applying labels, and applying stamps to outgoing mail.
- **Other Duties** as assigned.

NORMAL WORKING HOURS and DAYS:

- Hours for position will vary based on availability.
- Post Office Hours are 8:00 am-4:30 pm Monday -Friday.
- Average weekly shift assignments are 4-6 hrs/ week.