

## **FULFILLMENT / FACILITIES SPECIALIST**

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### **GENERAL STATEMENT OF RESPONSIBILITIES**

An employee in this class is responsible for maintaining the mail room and coordinating Bureau mail operations. Work involves preparing packets for Travel Guide requests and processing packets, other parcels, and correspondence for mailing; processing bulk mail requests through online software; processing travel guides through addressing and barcode machine and applying corresponding postage; delivering Bureau daily mail and bulk mail to the post office; delivering guides, brochures, and other supplies to the satellite welcome centers; operating a forklift to move travel guide boxes; and organizing and maintaining supplies in the mail room, storage room, and warehouse. Work also includes coordinating and performing minor maintenance tasks on welcome centers such as painting, replacing lightbulbs, basic plumbing, room set up, and taking out the trash. Work requires physical exertion including heavy lifting of boxes and standing for extended periods of time. Work is performed in accordance with established procedures, under general supervision of the Director of Finance and Administration.

### **ESSENTIAL JOB FUNCTIONS**

- Fulfills all requests for travel guides, special requests, and parcel mail; downloads/imports all guide requests from leads and phone center; utilizes specialized software and equipment to group packets into hub zip codes; notifies phone center of requests with incorrect addresses and zip codes.
- Performs postage processing; downloads mailing requests using specialized software; operates Pitney Bowes addressing and postage machine; processes travel packets into machine which prints labels; loads batches into postal service tubs; takes all packets and feeds through the postage machine.
- Imports special requests from destinations and individuals.
- Bundles and labels all bulk mail in accordance to specific US Postal requirements.
- Completes USPS form on number of envelopes being mailed and postage amount.
- Loads postal service trays into the vans; delivers to post office when all packets completed.
- Prepares and loads boxes for shipping such as supplies for trade shows and cases of travel guides.
- Maintains travel guide and brochure inventory in the warehouse; operates forklift when receiving deliveries of travel guides; organizes and maintains warehouse and security system.
- Picks-up and delivers cases of travel guides and brochures to several welcome centers throughout Outer Banks, from other vendors, and from shipping and receiving at UPS, FedEx/UPS.
- May oversee contractors in performing maintenance such as regular pest control inspections and treatments, HVAC maintenance and repairs, major electrical work, repairs to roof of the building, etc.; may coordinate with contractors when need services and ensures routine preventive maintenance carried out; serves on-call for security system failure.
- Recommends new equipment needs to supervisor; keeps track of and orders office and cleaning supplies and maintenance parts.
- Makes decisions on routine and small repair jobs; discusses major repairs needed with supervisor.
- Operates a Bureau vehicle following all safety procedures.
- Performs various minor facilities maintenance tasks such as changing light bulbs, replacing toilet fixtures in the tanks, washer on faucets or changing faucets, tightening doors, and touching up paint or painting inside walls; shovels snow on sidewalks around front of building and parking lot.
- Maintains, cleans or schedules maintenance and repair of the Bureau's van.
- May set up boardroom for meetings based on instructions.
- Performs related duties as required.

## **RECRUITMENT AND SELECTION GUIDELINES**

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of shipping requirements for UPS, FED EX, DHL and USPS, and other related postal procedures and regulations.
- Working knowledge of mail processing software and equipment such as Pitney Bowes.
- Understanding of PC computer software such as Excel and ability to use in performing work.
- Ability to read and interpret instruction manuals and to perform basic mathematical functions.
- Ability to act independently on a daily basis and to take initiative and handle duties responsibility.
- Ability to use sound judgment in managing multi-tasks and making decisions on work priorities and building maintenance/repair requirements.
- Ability to safely operate a forklift and tools/equipment required for maintenance tasks.
- Ability to drive a motorized vehicle.
- Ability to establish and maintain an effective working relationship with other employees, supervisors, Bureau partners, contractors, vendors, and the general public.

### **PHYSICAL REQUIREMENTS**

- Must be able to physically perform the basic life operational functions of climbing, stooping, bending, crouching, reaching, standing, walking, lifting, fingering, grasping, and repetitive motions.
- Physical ability to lift heavy loads and stand for extended periods of time.
- Must be able to perform medium heavy work exerting up to 50 pounds of force occasionally; 20 pounds frequently; and/or 10 pounds of force constantly to move objects.
- Must possess the visual acuity to read data and figures; to operate and postage meter and postal service machine; to perform basic trades tasks, operate a forklift, and to determine accuracy and neatness of work performed.

### **EDUCATION AND EXPERIENCE**

Graduation from high school and relevant work experience in postage processing and/or facility maintenance.

### **SPECIAL REQUIREMENTS**

Possession of a valid NC driver's license.

Outer Banks Visitors Bureau  
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*Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. These duties and responsibilities are not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the Bureau.*