

Baghdad-2021-005 – Mail Room Supervisor

Major Duties and Responsibilities (__ % of time)

Diplomatic Pouch and Mail (DPM) - 40% of Time

Participates in all aspects of the unclassified incoming and outgoing Diplomatic Pouch and Mail process. Use ILMS for incoming and outgoing pouch operations. Assist customers preparing, shipping and tracking incoming and outgoing pouches.

Diplomatic Post Office (DPO) Mail - 40% of Time

Participates in all aspects of the incoming and outgoing DPO mail process. Assists customers using USPS Click-N-Ship for outgoing DPO mail and ensures all outgoing packages are in compliance with all published regulations. Assist customers preparing, shipping and tracking incoming and outgoing DPO mail. Assists customers with setting up their initial DPO mailbox/address and helps departing customers forward their mail at the end of their tour.

Mailroom Supervision - 20% of Time

Supervises the daily operations of the mail room that consists of 4 contractors and keeps the BDSC IPO informed of mail room issues. Assists the BDSC IPO with long term planning of the mail room. Ensures mail room compliance with Department of State FAMs and FAHs as well as local mail policies and office standard operating procedures. Assists customers with questions about the mail and pouch room's services. Participates in meetings with cargo contractors, airlines, Iraqi postal service, and any other service provider used by the mail room with regards to service issues.

Performs other related duties as assigned