

Job Description

Receiving & Delivery/Mail Clerk



UNIVERSITY HOSPITALS
TRUST

Job Title	Receiving & Delivery/Mail Clerk
Department	Facilities Management
Reports To	Material and Mail Manager
Location	OKC ☒ Tulsa ☐ Other: _____
Type of Position	Full-Time ☒ Part-Time ☐ Intern ☐
Compensation	Salary ☐ Hourly ☒ Range: _____ \$15.00 - \$17.00 / hr
Required Education	High School / GED ☒ Associate's ☐ Bachelor's ☐ Master's ☐
Desired Certification	Valid OK Driver's License
Experience	1-2 years

Essential Employee This position supports critical facility functions and may require on-site presence during emergencies, inclement weather, or other operational disruptions.

Patient Contact This position will have direct patient contact. Potential for exposure to various healthcare-related illnesses normally associated with a hospital environment.

Working Environment Indoor and outdoor work, including warehouse, healthcare, office spaces, behavioral health environments.. While performing the duties of this job, the colleague is frequently required to sit, stand, walk, climb stairs, talk, hear; uses hands to handle or touch objects or controls. The colleague must occasionally lift, push, or pull up to 50 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

POSITION SUMMARY

Under the supervision of the University Hospitals Trust (UHT), the Receiving & Delivery/Mail Clerk is responsible for the efficient and secure handling, sorting, and distribution of mail, packages, and deliveries throughout the organization. This position serves as a critical communication link between departments while maintaining exceptional customer service standards and supporting the culture of continuous quality improvement. The role requires attention to detail, reliability, and professional interaction with staff at all organizational levels.

EXAMPLES OF WORK PERFORMED

Primary duties include, but are not limited to:

Mail & Package Operations

- Receive, process, sort, and distribute incoming mail, packages, and deliveries to appropriate departments and personnel in a timely and accurate manner
- Manage incoming/outgoing mail preparation to include pick-up, sorting and coordinating with postal and third-party courier services, such as FedEx and UPS
- Maintain organized tracking systems for certified mail, registered packages, and time-sensitive deliveries
- Maintains a daily assigned route for collection and delivery of incoming and outgoing mail and packages.

Customer Service & Communication

- Provide exceptional customer service to internal departments, external vendors, and delivery personnel
- Respond promptly to inquiries regarding mail delivery status, package tracking, and mailroom services
- Communicate professionally through face-to-face interactions, telephone, and electronic correspondence
- Resolve delivery issues and customer concerns with diplomacy and efficiency

Record Keeping & Documentation

- Maintain accurate records of incoming and outgoing mail, package logs, and delivery confirmations
- Prepare required reports and documentation as directed by management
- Track and document special handling items including confidential materials and urgent deliveries
- Ensure compliance with organizational mail handling policies and procedures

Quality Improvement & Problem Resolution

- Identify opportunities to enhance mailroom efficiency and recommend process improvements
- Escalate non-routine problems and complex issues to the Material & Mail Manager or designated supervisor
- Participate in continuous quality improvement initiatives to optimize mail services
- Adapt to new procedures, technologies, and organizational changes

KNOWLEDGE AND SKILLS

Required

Education & Experience

- High school diploma or equivalent required
- Minimum 1-2 years of customer service experience preferred
- Previous mailroom, shipping/receiving, or logistics experience advantageous

Technical Skills

- Proficiency with computer systems and ability to quickly learn new software applications
- Experience with office equipment including copiers, scanners, and mail processing machines
- Basic knowledge of postal regulations and shipping procedures
- Familiarity with package tracking systems and delivery management software

Communication & Interpersonal Skills

- Excellent verbal and written communication abilities
- Professional email and telephone correspondence skills

- Ability to interact effectively with employees at all organizational levels, vendors, and the public
- Experience working with high-profile clients and executive-level personnel preferred

Preferred

Professional Attributes

- Strong work ethic with commitment to excellence and continuous improvement
- High attention to detail and accuracy in all tasks
- Ability to work independently and make sound decisions based on established guidelines
- Effective multitasking capabilities while maintaining quality standards

Customer Service Excellence

- Demonstrated ability to resolve conflicts and handle urgent customer requests
- Patient and diplomatic approach to problem-solving
- Commitment to providing prompt, courteous service to all internal and external customers
- Flexibility to adapt service approach based on individual customer needs

REGULATORY & COMPLIANCE

This position is subject to compliance with Joint Commission (TJC), CMS, OSHA, and applicable state and federal regulations. The colleague in this role is expected to maintain current competency documentation as required by UHT policy.

[Add any position-specific regulatory or licensure requirements here.]