

Mail Services Coordinator

The Mail Services Coordinator keeps campus connected — quite literally — making sure every letter, package, and piece of inter-campus mail reaches students, faculty, and staff quickly and reliably. Working alongside the Head of Mail Services, this role blends hands-on postal operations with friendly, everyday service at the mailroom counter, making it one of the most visible points of connection between Mail Services and the wider Gordon community.

At Gordon College, we believe students should be equipped to flourish in an uncertain and changing world. Here, career-focused academics blend with a life-giving faith community to prepare students to make a difference in the world with hope and confidence. When you work at Gordon, you join in this critical mission alongside colleagues defined by a commitment to excellence and to Christ.

Your Role at a Glance

Reports to:	Head of Mail Services
Direct Reports:	None (helps train student workers alongside the Head of Mail Services)
Department:	Mail Services
FLSA Status:	Non-exempt
Location:	Wenham, MA campus – Mailroom
Hiring Salary:	\$18.00 – \$21.50/hour (approx. \$37,440 – \$44,720 annualized)

Position Summary

Under the direction of the Head of Mail Services, the Mail Services Coordinator helps coordinate the processing and distribution of all campus mail using Gordon's mail-handling systems and data processing tools. The Coordinator is capable of running the mailroom independently when needed and serves as a reliable, professional point of contact for the Gordon community's mailing and shipping needs. Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this role at any time.

Your Essential Responsibilities Will Include

Mail Processing & Postal Operations

- Collects, meters, and sorts all Gordon College mail; operates postage metering machines and related equipment.
- Sorts and distributes U.S. Postal Service, private carrier, and inter-campus mail.
- Provides walk-up service selling stamps, mailing parcels, and advising on postal-related matters at the service counter.
- Processes and forwards, or returns to sender, mail addressed to former students.
- Covers for the Head of Mail Services in their absence and is able to fully operate the mailroom solo when needed.

Customer Service & Team Support

- Provides professional, friendly service in responding to questions and issues from campus personnel in person, by phone, or by email.
- Works with and helps train student workers alongside the Head of Mail Services.
- Maintains the mailroom work area in a clean and orderly condition.

Courier, Equipment & Safety

- Picks up and delivers mail and packages to and from the local post office and campus; loads and unloads vehicles using hand trucks. May be required to perform courier runs solo.
- Monitors and maintains mail processing equipment, arranging service and repair calls as needed; coordinates maintenance and service for mailroom vehicles.
- Follows proper lifting techniques and safety regulations, and helps ensure all mailroom employees work safely.

Records, Inventory & Systems

- Performs clerical tasks such as computing figures, maintaining files and logs, and preparing operational records and reports.
- Maintains inventory and related records, ensuring supply levels and for-sale items are kept in adequate stock.
- Orders and distributes copy paper across campus.
- Adapts mailroom ordering, inventory, and record-keeping procedures as Gordon transitions its procurement processes to Workday, remaining flexible as related workflows and responsibilities continue to be defined.
- Supports the adoption of new digital and AI-assisted tools where useful for routine tasks such as recordkeeping and inventory tracking.

You Bring These Skills, Knowledge, and Abilities

You love keeping things moving and take pride in being a dependable, friendly presence for the Gordon community. Additionally, you have:

- General knowledge of U.S. Postal Service regulations and special services, as well as those of private carriers; ability to operate postage machinery.
- Administrative and accurate record-keeping skills.
- Demonstrated technical aptitude, service orientation, teaching ability, and patience.
- Proficiency with Microsoft Office and basic accounting skills, along with comfort learning new systems — including Gordon's Workday platform — as business processes evolve.
- A valid driver's license and the ability to operate the postal delivery vehicle.
- Ability to climb stairs and sit, stand, or walk for up to six (6) hours per day while working at a computer terminal, performing mailroom duties, or completing courier routes.
- Strength to personally lift and move objects weighing up to fifty (50) pounds on a regular basis.
- Ability to work well and communicate clearly with all members of the Gordon College community, including students, faculty, staff, administration, parents, and alumni.
- Excellent organization and problem-solving skills, with close attention to detail.
- Ability to thrive in a fast-paced, noisy environment and multitask efficiently and accurately.
- Willingness to work flexible hours to help ensure the mailroom is covered during all open hours.
- College degree preferred.
- Must profess faith in Jesus Christ as Lord; must accept Gordon's Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon's Statement of Life and Conduct; and must work to advance Gordon's mission through this position.

Benefits

- Health, dental, and vision insurance
- Generous paid time off and 12 paid holidays a year
- Free access to the Bennett Athletic Center on campus

- Life insurance
- Relocation assistance
- Retirement plan
- Tuition remission for employees, spouses, and dependents
- 50% discount on food and beverages at any Dining Services location

Position Code: TBD

Grade: 2

FLSA Status: Non-exempt

Mission Statement:

Gordon College strives to graduate men and women distinguished by intellectual maturity and Christian character, committed to lives of service and prepared for leadership worldwide.