



Homes and Community Renewal

Job Opportunities at New York State Homes and Community Renewal

Build a career while building a better community. Rewarding careers in Public Service start here!

MAILROOM MANAGER

New York State Homes and Community Renewal (HCR) is the State's affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase homeownership throughout New York State.

Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnauskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo, and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low- and moderate-income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law, and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical, and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement, and family-friendly policies.

The Office of Professional Services (OPS) is responsible for all administrative and support services, including Human Resources, Communications and Public Information, Fair Housing, Policy Development, Competitive Procurement and Contract Management, Fiscal Planning, Accounting and Treasury Services, Facilities and Building Management Services, Internal Audit, Project Management, and Information Technology Services. OPS values professionals that enjoy working in a fast-paced environment and who have the skills required to effectively plan, direct, and coordinate HCR's wide array of support services.

DUTIES

- Assigns work activity to subordinate staff and schedules daily work.
- Assigns and reassigns personnel in accordance with workload fluctuations particularly during peak workload periods.
- Explains procedural changes either verbally or through written memoranda and provides subordinates with necessary resources and supplementary interpretations to implement these changes.
- Resolves personnel problems such as grievances and complaints by conferring with subordinate and correcting the problem if appropriate.
- Evaluates employee performance by observing activity, reviewing reports, spot checking records and storing of supplies to determine compliance with rules, regulations, instructions, and policy.



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- Discusses work related problems and deficiencies with employees and provides advice and directs corrective action.
- Ensures the orderly and timely pickup, processing, delivery and storage of mail and supplies.
- Composes and revises procedures for the handling and distribution of mail and supplies in order to ensure efficiency and effectiveness.
- Reviews complaints regarding mail and supply operations and takes appropriate action to resolve them.
- Corresponds and confers with local postal authorities to resolve mailing problems particularly requiring the timely pickup and delivery of mail, to coordinate service and to obtain interpretations of new or revised postal regulations.
- Ensures proper use of mailroom equipment including the postage machine.
- Maintains records for certified, registered, and insured mail.
- Confers with personnel of units served regarding problems in timely pickup and delivery of communications and supplies and resolves the problem within the framework of staff and schedule changes.
- Prepares and updates stock inventory and related records from data supplied by subordinate supervisors to ensure that adequate supplies are maintained.
- Ensures that stock is stored properly so that items may be retrieved quickly and efficiently.
- Ensures by personal observation that designated items or documents be stored in a secure place and that special procedures be followed in their handling and distribution.
- Maintains up-to-date Material Safety Data Sheets (MSDS)

QUALIFICATIONS:

- A minimum of 5 years' experience working in a high-volume mailroom.
- A minimum of 5 years' supply room/inventory management experience.
- A demonstrated ability to work with all levels of an organization.
- A strong ability to multitask.
- Experience working with both public and private sectors.
- Management experience is preferred.

This job description is not intended to be all-inclusive, and the employee will be expected to perform other reasonably related duties as assigned.

What we offer:

- Exciting opportunity to be part of New York's resurgence to greatness.
- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits.
- Promotional opportunity for dedicated professionals.



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All internal **SONYMA/HFA/AHC employees (only)** are directed to apply via
internalcandidates@hcr.ny.gov

Please Include your name in the subject line
New York State is an Equal Opportunity Employer (EOE)

[TO APPLY, CLICK HERE](#)

Applicants must include resume and cover letter
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