Business Services Generalist
Community College of Philadelphia

Job Title	Business Services Generalist
Department	All Jobs
Institution	Community College of Philadelphia
	Philadelphia, Pennsylvania
Date Posted	Dec. 22, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Administrative Support/Services
Apply Online Here	https://www.click2apply.net/qNokArH4rg1lYfxlwIa254
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Job Description	

Posting Details

Position Information

Position Title: Business Services Generalist

Requisition Number: SCL00409

General Description

The Business Services Generalist is responsible for coordinating and performing a variety of support

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service functions within the Business Services department, including mail processing, shipping and receiving, and copy/print services. This role serves as the lead for these functions to ensure timely, accurate, and efficient operations that support the overall effectiveness of the department. The Business Services Generalist is expected to support the Manager in providing high-quality customer service, maintaining organized workflows, and identifying opportunities for process improvements.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Serve as the primary point of contact for general services functions.
- Assist in the training and guidance of support staff, student workers, or temporary staff, as assigned.
- Assist in developing and maintaining standard operating procedures for mail, shipping/receiving, and copy services.
- Maintain records, logs, and reports related to mail, shipping/receiving, and copy/print activity.
- Monitor inventory and reorder supplies to ensure smooth operations.
- Assist with special projects and events requiring logistics or general services support.
- Assist with daily mail processing, including sorting, distributing, and metering outgoing mail.

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- Ensure timely delivery and pickup of interoffice and external mail.
- Maintain and operate postage machines and related equipment, as needed.
- Oversee incoming and outgoing shipments, ensuring accuracy, timeliness, and compliance with College procedures.
- Verify, log, and distribute incoming packages and deliveries to appropriate departments.
- Maintain shipping supplies and ensure proper documentation of shipments.
- Process copy, print, and scanning requests for staff and departments.
- Operate and maintain high-volume copiers, printers, and related equipment, as needed.
- Troubleshoot minor equipment issues and submit service requests as directed.

Minimum Qualifications

- High school diploma or equivalent required.
- Minimum of 2 years of experience in mail services, shipping/receiving, or related operations required.
- Strong organizational skills and attention to detail required.
- Ability to operate and maintain mailing, shipping, and high-volume printing equipment required.
- Customer service oriented with effective communication skills required.
- Ability to lift up to 50 lbs and perform physical tasks related to mail and package handling.
- Basic computer skills, including Microsoft Office Suite (Word, Excel, Outlook).

Preferred Qualifications

N/A

Work Location: Main Campus

Benefits Summary

Benefits:

"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance

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- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit: **https://www.myccp.online/human-resources/benefits-eligibility**

Salary Grade or Rank: 7

Min Salary: $26.00

Max Salary: $39.78

Job Posting Open Date: 12/19/2025

Type of Position: Classified

Employment Status: Full-Time

Special Instructions to Applicants

Applicant Testing Required: MS Word, MS Excel

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

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Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
     - CareerBuilder.com
     - Higheredjobs.com
     - LinkedIn
     - The Chronicle
     - Veterans Job Fair
     - Professional & Technology Diversity Career Fair
     - AL DIA - Diversity Career Fair
     - Community College of Philadelphia Website
     - Indeed.com
     - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

   (Open Ended Question)

3. * What is the highest level of education you have completed?
     - No Response
     - High School/GED
     - Associates Degree
     - Bachelor's Degree
     - Master's Degree
     - Doctorate
     - Other
4. * Do you have a minimum of 2 years of experience in mail services, shipping/receiving, or related operations?
     - Yes

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  ○ No
5. * Are you proficient in Microsoft Office Suite applications such as Word, Excel, and Outlook?
  ○ Yes
  ○ No
6. * Are you able to occasionally lift and move objects weighing up to 50 lbs?
  ○ Yes
  ○ No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

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Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
     All Jobs
     Community College of Philadelphia
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