

Job Description

Community Postal Officer

PURPOSE OF THE POSITION

(The main reason for the position, in what context and what is the overall end result)

The Community Postal Officer is responsible for operating and for delivering the services established by Canada Post.

SCOPE

(The way that the position contributes to and impacts on the organization)

Reporting to the Comptroller and working with a Canada Post Retail representative, the Community Postal Officer sells postal products and services to the public and businesses in the community and safeguards and accounts for postal items. He/she is also responsible for keeping the Post Office in a clean and safe condition.

The provision of Postal Services is important for residents and businesses. Failure to provide adequate services will cause delays and inconvenience for residents.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide postal services and sell products to the public in order to ensure residents of the community have ready access to postal services

Main Activities

- Sell and advertise postal products and services within the postal outlet
- Safeguard and account for postal products and services
- Sort the mail for general delivery boxes as per Canada Post guidelines
- Distribute the mail to general delivery customers
- Receive, register, cancel, sort and dispatch all types of mail to other centers as per Canada Post guidelines
- Provide information and forms to customers
- Distribute flyers concerning current distribution rates
- Prepare and forward all daily and monthly reports required by Canada Post
- Report on damaged mail items found loose in the mail
- Maintain a customer directory
- Keep the Post Office presentable at all times
- Change the locks on the lock boxes
- Track down registered mail

2. Perform other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ✓ Post Office Policies and Procedures
- ✓ Office administration

Skills

The incumbent must demonstrate the following skills:

- ✓ client service skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ literacy skills including the ability to read manuals
- ✓ effective verbal and listening communications skills
- ✓ effective public relations
- ✓ time management skills
- ✓ computer skills an asset

Personal Attributes

The incumbent must also demonstrate the following personal attributes:

- ✓ maintain standards of conduct
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate a dedication to the position and the community
- ✓ demonstrate sound work ethics
- ✓ be consistent and fair

The Community Postal Officer would normally attain the required knowledge, skills and attitudes through completion of training in the provision of Postal Services combined with related experience. Equivalencies will be considered.

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Community Postal Officer must spend a significant amount of time standing, lifting and sorting the mail.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The mailbags are often dusty and dirty which is unpleasant which can lead to allergies or other reactions.

Sensory Demands

(The nature of demands on the incumbent's senses)

The dust and dirt can cause irritants to hands, eyes and nose.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

Stress can be caused by the volume of mail and the need to distribute the mail in an effective and efficient manner.

