

**COMMUNITY POSTAL OFFICER
Training Needs Assessment Evaluation Form**

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

COMMUNITY POSTAL OFFICER Training Needs Assessment Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency (P):

Each competency is to be rated as follows (S):

1 – Needs significant improvement – employee is unable to complete the task or perform the function in a satisfactory manner even though assistance is routinely provided

2 – Needs improvement - employee can complete the task or perform the function with considerable assistance

3 – Satisfactory – employees can complete the task or perform the function in a satisfactory manner with little or no assistance

4 – Very good – employee consistently completes the task or performs the function in an above average manner with little or no assistance

5 – Outstanding – employee consistently completes the task or performs the function at a very high level with little or no assistance

1 – Competency has little significant to the position

2 – Competency has minor significance to the position

3 – Competency is important to the position

4 – Competency has major significance to the position

5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

COMMUNITY POSTAL OFFICER

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Major Category	Skill	Sub-Skill												
Postal Services	Provide postal services	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Advertise and sell postal services</td> <td style="width: 16.6%;">Safeguard and account fro postal products and services</td> <td style="width: 16.6%;">Sort the mail for general delivery boxes as per Canada Post guidelines</td> <td style="width: 16.6%;">Receive, register, cancel, sort and dispatch all types of mail to other centres as per Canada Post guidelines</td> <td style="width: 16.6%;">Provide information and forms to customers</td> <td style="width: 16.6%;">Distribute information concerning current postal rates</td> </tr> <tr> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 4</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> </tr> </table>	Advertise and sell postal services	Safeguard and account fro postal products and services	Sort the mail for general delivery boxes as per Canada Post guidelines	Receive, register, cancel, sort and dispatch all types of mail to other centres as per Canada Post guidelines	Provide information and forms to customers	Distribute information concerning current postal rates	P S 5	P S 4	P S 5	P S 5	P S 5	P S 5
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Prepare and forward all daily reports required by Canada Post</td> <td style="width: 16.6%;">Report on damaged mail items</td> <td style="width: 16.6%;">Maintain a customer directory</td> <td style="width: 16.6%;">Keep the post office presentable</td> <td style="width: 16.6%;">Change the locks on the lock boxes</td> <td style="width: 16.6%;">Track down registered mail</td> </tr> <tr> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 4</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> </tr> </table>	Prepare and forward all daily reports required by Canada Post	Report on damaged mail items	Maintain a customer directory	Keep the post office presentable	Change the locks on the lock boxes	Track down registered mail	P S 5	P S 5	P S 4	P S 5	P S 5	P S 5		
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Knowledge	Possess required knowledge	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Possess knowledge of Canada Post policies and procedures</td> <td style="width: 16.6%;">Possess knowledge of office procedures</td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> </tr> <tr> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 4</td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> </table>	Possess knowledge of Canada Post policies and procedures	Possess knowledge of office procedures					P S 5	P S 4				
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Major Category	Skill	Sub-Skill
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Communication

Use effective communication

Read and comprehend business documents	Write clearly and concisely	Practice good listening skills	Speak effectively	Maintain good employee relations	
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Professionalism

Demonstrate good work habits

Manage stress	Take direction	Be self-motivated	Be dependable	Maintain confidentiality	Make effective decisions
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4

Demonstrate good work habits

Manage time	Perform related duties	Be punctual	Be flexible	Be organized	Work with minimal supervision
P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5

Meet deadlines	Use analytical skills	Be responsible	Be a team player		
P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Demonstrate positive personal attributes and ethical behaviour

Accept change	Adapt to situations	Compromise	Separate personal and professional life	Take training	Be patient
P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5

Demonstrate positive personal attributes and ethical behaviour

Maintain a positive attitude	Be honest	Possess a sense of humour			
P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> 4 S <input type="checkbox"/> 4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Respect self and others

Display tact	Cooperate with others	Respond positively to others	Be courteous		
P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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Comments:

1. Supervisor's Comments

2. Expectations For The Coming Year/Workplan

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3. Employee Goals And Objectives

4. Career Goals

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5. Recommended Training

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6. Employee Comments

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Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: