

Job Class Profile: Mail and Messenger Clerk I**Pay Level: CG-14 Point Band: 222-235**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 1 | 2 | 3 | 2 | 1 | 1 | 1 | 1 | 3 | |
| Points | 47 | 33 | 19 | 10 | 30 | 22 | 21 | 21 | 32 | 235 |

JOB SUMMARY

The Mail and Messenger Clerk I provides standardized clerical and messenger work in collecting, processing, and delivering mail and messages.

Key and Periodic Activities

- Completes all mail room duties including sorting, processing and delivery of mail.
- Prepares mail for pick up and delivery to other locations.
- Prepares mail for Canada Post pick up (i.e. ensures appropriate postage, etc).
- Responds to routine enquiries regarding the full range of mail services available.
- Performs routine mail room functions on a daily basis.
- Ensures the mail room remains clean, organized, and maintained in a professional manner.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of mail room processes and procedures

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: 1 - 2 years.

Competencies:

- Follow basic instructions and work processes.
- Apply established techniques to completion of activities.
- Operate a computer to prepare documents or access a database.
- Operate machinery (i.e. postage machine).

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information, asking questions to get information, and providing routine information and direction.

- Communication occurs with employees within the immediate work area, inside department or other departments, and supervisors/managers.
- The most significant contacts are employees within the immediate work area and other departmental employees. Interactions include responding to inquiries from clients, listening to co-workers to get information, receiving direction, and communicating with others.

EFFORT

Physical Effort

- Work demands occasionally result in considerable fatigue requiring periods of rest. There is a need for strength and/or endurance in the job while physically handling mail (i.e. lifting, pulling, pushing, etc). Regularly the class must use machinery in completion of assigned mail room tasks.
- Work requires constant standing, kneeling, and walking for long periods of time while working in the mail room.
- There is a regular requirement to lift objects up to 25 lbs. (i.e. delivering mail and parcels).

Concentration

- **Visual** concentration is required when visually scanning large quantities of mail and checking for correct address, postal code, and postage requirements; and using other automated mail processing machines.
- **Repetition requiring alertness** is required when transferring mail from box to box, standing at the postage machine, and loading mail carts.
- **Interruptions and multiple time pressures/deadlines** occur when large volumes of mail need to be processed therefore increasing the number of deliveries creating a **lack of control over the work pace**.
- **Exact results and precision** are required to ensure all mail is correctly addressed with adequate postage.

Complexity

- Tasks are repetitive and well defined and problems tend to be simple with a limited number of solutions. Challenges can be addressed by following procedures and or guidelines and working within standard work processes.
- The most typical challenges or problems include incorrectly addressed mail or no return address affixed to mail.
- Policies, procedures, guidelines, and coworkers assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Requires supervisor's approval for all decisions.

Impact

- Impacts generally affect immediate work area and within the department.

- Work activities impact finances, staff, and clients.
- Mistakes or errors have an impact on the immediate work area, department and the organization.
- Consequences of errors could result in misdirecting mail or improper postage affixed resulting in mail being returned to the mail room.
- In the event of a mistake or error consequences are felt on clients and errors are corrected upon discovery.
- Legislation, policies, and procedures are in place to minimize potential errors.

Development and Leadership of Others

- Not responsible for the direct supervision of staff.
- No requirement for development and leadership responsibilities.

WORKING CONDITIONS

Environmental Working Conditions

- There may be the occasional requirement to take special precautions or use safety equipment.
- There is a limited likelihood of minor cuts (i.e. paper cuts), bruises, abrasions, or minor illnesses.
- There is occasional exposure to unusual/distracting noise, dirt, dust, or odours, and at times glare and wet or slippery surfaces. Some examples include paper dust from the mail, glare from the lights on the machines, etc.