

**Job Class Profile: Mail and Messenger Clerk II****Pay Level: CG-19 Point Band: 292-315**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	3	3	2	1	1	1	3	
Points	93	33	19	14	60	22	21	21	32	315

**JOB SUMMARY**

The Mail and Messenger Clerk II performs clerical and related mail and messenger duties of moderate complexity.

**Key and Periodic Activities**

- Assists new employees; assists in maintaining proper flow of mail and distribution of work in the central government mail room.
- Participates in sorting, weighing, stamping, and dispatching of mail.
- Maintains record of all outgoing registered mail in the central mail operation.
- Oversees and participates in the weighing and posting of school supplies distributed by a central supply division.
- Reviews work of temporary assistants engaged in filling orders and preparing packages for mailing.
- Performs other central mail and supply room duties.

**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:**

- 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 to other staff when filling orders.

- Communication occurs with employees within the immediate work area, inside department or other departments, supervisors/managers, and from time to time with the general public.
- Most significant contacts are employees within the immediate work area, supervisors or managers, and other departmental employees. Interactions include responding to inquiries from clients, listening to co-workers to efficiently coordinate activities, and routinely provide information to clients on services available in the mail room.

## 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 maintaining records of mail processed; visually scanning large quantities of mail 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 constantly 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 include providing direction to staff to resolve problems, ensuring proper flow of mail is maintained; and orders are filled correctly.
- 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 (i.e. manager and supervisor of the mail room monitors all activity). Work is subject to review in progress or upon completion.

- Without formal approval, decisions can be made with regards to assisting with work flows or overseeing the filling of orders.
- Requires supervisor's approval for most decisions.

### **Impact**

- Impacts generally affect immediate work area, department, organization, clients, and public.
- Work activities impact processes, systems, information, finances, materials, and corporate image.
- Mistakes or errors have an impact on department and the organization. If a package is not sent properly (i.e. priority, express, etc.) or addressed properly the information flow is broken between the two parties and the consequences can be significant.
- In the event of a mistake or error the consequence is directly felt on the mail recipients. Errors in processing are typically identified by the individual sending the mail or package and tracking procedures follow.
- Legislation, policies, and procedures and monitoring of work minimize potential errors (i.e. Canada Post deadlines must be adhered to for proper delivery of mail and packages).

### **Development and Leadership of Others**

- Not required to provide full time supervision of staff.
- May provide some guidance such as instructing new employees, ensuring the proper flow of mail, overseeing the distribution of orders from a supply room, and reviewing work of temporary assistants in filling orders.

## **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.