

Job Class Profile: Mail and Messenger Clerk III**Pay Level: CG-21 Point Band: 340-363**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	4	3	2	1	2	1	3	
Points	93	33	25	14	60	22	41	21	32	341

JOB SUMMARY

The Mail and Messenger Clerk III provides advanced clerical and mail processing tasks using computerized systems and mail processing machinery.

Key and Periodic Activities

- Processes mail (i.e. expedited, express, priority, and regular) using the Canada Post Electronic Shipping Tools (EST) software package.
- Processes outgoing mail using postal processing machines (i.e. DM1000).
- Operates two envelope machines (i.e. DA700 AddressRight) on daily basic printing approximately 15,000 or 25,000 envelopes (i.e. Motor Vehicle renewal mail outs).
- Delivers mail to government offices outside Confederation Building. Drivers are responsible for the delivery and pick up of all correspondence between government departments and agencies. All drivers are responsible for maintaining an updated mail delivery schedule along with vehicle maintenance and upkeep.
- Provides counter service to departments and the general public in the Confederation Building Complex. Responds to routine enquiries regarding the full range of government mail services available.
- Sorts incoming mail at sorting tables for delivery to government offices (i.e. Confederation Building, Registered, United States, International, Domestic, Express).
- Offers emergency messenger services for confidential documents from the Premier's Office, Cabinet Secretariat, and Executive offices to various government departments both inside and outside the Confederation Building.
- Operates an Automatic Inserter Machine (AIM) for mass mail outs.
- Distributes newspapers on a daily basis for all of government both internally (i.e. Confederation Building) and externally (1600 papers/weekly).
- Prepares mass mail outs to householders for Members of the House of Assembly and other departments such as the Sheriff's Office for jury summons.
- Replenishes satellite office postage meters and maintains business reply records for department.
- Reconciles gas receipts and maintains inventory of all mail room supplies and petty cash.
- Records daily usage of equipment and envelopes.
- Ensures sufficient funds for the postal processing machine. On a monthly basis the postage

Key and Periodic Activities

- machine must be checked to ensure sufficient funds are available for postage.
- Prints prepaid envelopes to be used with a “Statement of Mailing” enabling the mail room to send out numerous pieces of mail without sending them through a postage machine.

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:

- Follows basic instructions and work processes.
- Applies established techniques to completion of activities.
- Writes simple letters, memos and other documentation.
- Proof-reads, edits and formats a variety of documents.
- Operates, repairs and calibrates machinery.

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, supervisors/managers, and from time to time 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 regular need for strength and/or endurance in the job while physically handling large tubs of mail (i.e. lifting, pulling, pushing, etc). Regularly the class must use machinery such as the envelope and postage machines.
- Work tasks require constant gross motor skills (i.e. large movements requiring strength and coordination) when required to move heavy mail tubs. Regularly required to lift objects up to 50 lbs. (i.e. mail tubs weigh between 20 and 30 lbs. and some packages can weigh up to 50

lbs.). — Driving is regularly required in completion of work duties (i.e. delivering mail to offsite government locations). — Work requires regularly standing and or sitting for long periods of time while processing mail at the sorting tables.
Concentration
— Visual concentration is required when scanning large quantities of mail at various stages of sorting, using the Electronic Shipping Tools (EST) software, and other automated mail processing machines. — Auditory concentration is occasionally required when working around mail processing equipment which can generate a lot of noise. — Work is constantly impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace when Canada Post delivery deadlines, rush jobs for departments, and schedules for Human Resources Labour and Employment cheque distribution. — Exact results and precision are required to ensure all mail is sealed properly when leaving the mailroom for privacy reasons, processing large volumes of mail with proper postage, and producing audit reports after mail processing jobs.
Complexity
— Work typically involves a series of tasks or activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually well defined. — Tasks are generally repetitive, well defined, and problems tend to be simple with a limited number of solutions. Challenges can regularly be addressed by following procedures and or guidelines and working within standard work processes. — The most typical challenges or problems include the completion of mail delivery and processing tasks despite significant time restraints, sorting mail that is improperly addressed, and making sure that mail inserts are set up properly. — Policies, procedures, guidelines, and co-workers 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). — Decisions can be made without approval when correcting improper postal codes and repackaging poorly packaged mail. — Most decisions require the prior approval of the supervisor. — Work tasks involving the determining the order to prioritize mail sorting and/or delivery tasks are may be completed with discretion and independent judgment from time to time.
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 or receiving the mail or package and by following tracking procedures.
- Legislation, policies, and procedures are in place to 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 responsible for the supervision of staff.
- May be required to provide orientation and/or on-the-job training to employees, students, etc.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear steel toed footwear while performing assigned tasks and duties.
- There is some likelihood of minor cuts, bruises, abrasions, or minor illnesses; and the potential for fractures or other injuries if safety precautions are not followed and equipment not worn.
- There is occasional exposure to unusual/distracting noise, dirt, dust, wet or slippery surfaces, regular exposure to glare, fumes, vibration, and limited lighting and ventilation. Examples include: noise from automatic inserter machines, cleaning fluids for equipment, etc.