

**“This information is available in
alternate formats upon request”**

POSTAL CLERK 1 GENERAL

An employee to this position works under the direct supervision of an Operations Manager in the processing and preparation sections of a mail management agency in providing postal services to a large number of government clients and agencies. Duties could include sorting, metering and distributing mail. Operating computer shipping systems and use of peripheral equipment in the management information system may be a requirement. Speed, accuracy and knowledge of postal regulations are measures of proficiency in this work.

TYPICAL DUTIES

- Picks up, opens and dumps mail bags.
- Separates and sorts and distributes incoming mail for onward dispatch in sorting sections.
- Moves mail processed to designated areas for dispatch and routing schemes according to established procedures.
- Prepares outgoing mail for dispatch.
- Sorts and prepares inter-departmental mail for dispatch.
- Signs for and receives incoming product (registered mail etc.), obtaining signatures when required.
- May perform routine maintenance.
- May assist in loading or unloading product from trucks.
- Determines appropriate category of distribution of product through sorting, weighing and metering.
- Operates mail preparation equipment.
Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

- Ability to follow oral and written instructions.
- General knowledge of federal postal regulations and rate schedules. Good organizational skills.
- Good Communication skills.
- Ability to process product with speed and accuracy.
- Ability to establish and maintain effective working relationships.
- Ability to learn and operate computer-related management information systems.

Education, Training and Experience

Grade X with some general office experience and contact with clients or an equivalent combination of experience and training.

Physical Standards

- Physically capable of performing the duties assigned. Lifting of mail bags up to 30 Kilos (66 lbs.)
- Standing for long periods
- Repetitive hand motions (sorting - flicking of wrist)
Elevated noise levels
- Crouching, Kneeling, Bending, Twisting
Wearing hearing protection

POSTAL CLERK 2

GENERAL

An employee at this level may be responsible for the operation of a mail processing satellite unit servicing several government departments under administrative supervision from the central government mail processing agency or may be responsible for the set up and operation of mail preparation equipment. Mail preparation includes setting up, adjusting, operating and maintaining specialized equipment which could include inserting, folding, addressing and document printing equipment.

Considerable initiative and independence may be exercised in the day-to-day planning of the work in this area, although supervision is required at this level. Federal postal regulations as well as administrative practices of the provincial mail management agency must be followed. This level is distinguished from the Mail Management Clerk 1 in that it is not subject to direct supervision if in a satellite office, works in the set up and operation of mail preparation rather than in mail processing functions which requires analytical and problem solving skills.

TYPICAL DUTIES

- Maintains required records relating to mail preparation operation.
- Gives information on rate schedules and services of mail management agency in a satellite office.
- Technical responsibility in set-up, adjusting, and operating highly sophisticated mail preparation equipment and identifying maintenance requirements (using folders, inserters, addresses, bursters, etc. equipment).
- Independent work scheduling.
Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

- Ability to follow oral and written instructions.
- Ability to work independently and without direct supervision.
- Working knowledge of usual mail management agency routines related to collecting, sorting, metering and distributing product usually gained through work experience.

- Ability to learn and operate computer-related management information systems. Mechanical aptitude to set up mail preparation equipment.
- Analytical and problem solving skills.
- Good knowledge in interdepartmental mail system when working in the satellite office.
- Ability to communicate verbally with clients and other affected people in an effective manner.
- Basic computer skills, understanding of current windows or compatible environment.

Education, Training and Experience

Grade X preferably with some general mail management knowledge and contact with clients or an equivalent combination of experience and training.

Physical Standards

- Physically capable of performing the duties assigned Lifting of mail bags up to 30 Kilos (66 lbs.)
- Standing for long periods
- Repetitive hand motions (sorting - flicking of wrist)
Elevated noise levels
- Crouching, Kneeling, Bending, Twisting
Wearing hearing protection

POSTAL CLERK 3

GENERAL

This level is distinguished from the 2nd level in that the employee, under the direct supervision of the Manager of Operations, is responsible for:

- the scheduling of production in the mail processing and mail preparation units as well as ensuring that the work meets the expectations and standards of the two units, and
- Participates in the day to day activities of the mail management and production operations. Acts as a "lead hand"

The employee acts as the lead hand in the unit and participates in the sorting, metering, distributing of mail and the set up and operation of mail preparation equipment. Considerable independence is exercised in the day-to-day planning of the work program to ensure continuous and prompt mail management service within the established agency and federal postal rules and regulations. Lead hand supervision is given to a staff of mail management clerks engaged in a variety of activities concerning the government mail management service offered to clients. The work of this employee is subject to periodic review by a Manager who gives direction on policies to be implemented and evaluates the work on the basis of accuracy and standards of performance.

TYPICAL DUTIES

- Assists in scheduling work to meet the needs of the agency's clients.
- Assists in assigning work and ensures that continuous and prompt service is maintained.
- Maintains records of registered mail, postage used and charges to be made against departments and other clients.
- May provide client service in answering questions from clients. Has working knowledge of all mail management equipment.
- Participates in all phases of work such as sorting, metering, distributing, and setting up and operating mail preparation equipment.
- Provides guidance and training of new employees. Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

- Ability to work without direct supervision.
- Thorough knowledge of mail management and postal laws, regulations and rates.
- Thorough knowledge of mail requirements of government departments, branches and agencies.
- Ability to make routine arithmetical calculations and maintain records of charges concerning mail services.
- Ability to establish and maintain effective working relationships.
Ability to give direction to staff.

Education, Training and Experience

Grade XI education is desirable; several years' experience in mail management work in a government mail service is preferred or equivalent combination of experience and training.

Physical Standards

- Physically capable of performing the duties assigned. Lifting of mail bags up to 30 Kilos (66 lbs.)
- Standing for long periods
- Repetitive hand motions (sorting - flicking of wrist)
Elevated noise levels
- Crouching, Kneeling, Bending, Twisting
Wearing hearing protection