



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

| | | | |
|-------------|------------------------------------|---------------|-----------|
| JD #: | JD00412 | Pay Grade: | 5 |
| JD Title: | Postal Services Coordinator | JD FTE Hours: | 35 |
| Job Family: | Retail | | |

General Description

Responsible for overseeing and supervising the provision of Canada Post services to the University community. Provides a full service Post Office outlet offering postage, courier service, registered mail, money orders, student loans, box rentals, packaging material and other products.

Representative Duties & Responsibilities

- Extend courteous and attentive service to all customers using Canada Post ensuring complaints and inquiries are handled in a professional and timely manner.
- Maintain confidentiality of box holder and student loan application records.
- Ask customers for information to determine the postal service that best meets their needs.
- Decipher rate charts for various services offered.
- Operate the cash register at the Canada Post desk.
- Gather and compile information required to prepare reports.
- Fill out various forms including those for student loans, daily batch headers, and Canada Post forms as they relate to operational issues.
- Complete bi-monthly money order reports.
- Balance money order amounts and fees.
- Apply additional fees to services offered as per Canada Post regulations.
- Calculate the area of parcels in order to determine the correct shipping costs.
- Calculate exchange rates for international money orders.
- Consult Canada Post manuals when necessary to ensure service standards are being met.
- Attend Canada Post seminars to stay abreast of new developments in the service.
- Train new full-time and part-time staff as required.
- Oversee the scheduling of full and part-time workers.
- Act as liaison between Canada Post and customers.
- Handle incorrectly processed mail ensuring the negative impact to customers is minimal.
- Perform customer service tasks including but not limited to product returns, defective product exchanges, rainchecks, bookclubs and buybacks.
- Understand the process flow of various systems utilized by the department in order to answer customer inquiries in a timely and accurate fashion via email, by telephone and in person.
- Greet and actively engage customers on the sales floor to determine needs, locate products, and make product suggestions.
- Ensure an adequate stock of supplies for the post office and place orders when necessary.
- Remain current with Canada Post service changes.

Supervision

- Supervise and direct the activities of up to 4 continuing employees.

Qualifications

- Secondary School diploma.
- Requires a minimum of 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day occasionally requires low physical effort for activities such as:
 - Intermittent periods of keyboarding when operating the cash register and completing various forms.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
 - Standing at the cash register serving customers.
 - Lifting containers and parcels.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of greater than 3.5 hours of routine mental effort for activities such as:
 - Attending to routine requests for information regarding postal services from customers and staff.
- A typical work day consists of up to 3 hours of moderate mental effort for activities such as:
 - Listening to customer and staff needs and resolving issues.
 - Writing financial reports to Canada Post as required.
 - Handling incorrectly processed mail ensuring the negative impact to customers is minimal.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally required to handle rude customers when problems with their postal service arises.
- Occasionally required to remain at the front counter to serve customers when relief is not available.

Health & Safety:

- Lifts heavy parcels and letter containers.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

| | | | |
|-------------|------------------------------------|---------------|------------|
| JD #: | JD00412 | Pay Grade: | 5 |
| JD Title: | Postal Services Coordinator | Total Points: | 393 |
| Job Family: | Retail | | |

| Factor | Subfactor | Level Rating | Points |
|---------------------------|--|----------------------------|--------|
| Skill | 1. Applied Reasoning and Analytical Skills | 3.0 | 60 |
| | 2. Breadth of Knowledge | 2.0 | 13 |
| | 3. Adaptation to Change/Updating of Learning | 2.0 | 12 |
| | 4. Interpersonal Skill | 2.0 | 23 |
| | 5. Education and Experience | B3 | 32 |
| | 6. Dexterity and Coordination | 2.0 | 12 |
| Effort | 7. Physical Effort | 3.0 | 18 |
| | 8. Mental Effort | 2.0 | 33 |
| Responsibility | 9. Planning and Coordination | 2.5 | 37 |
| | 10. Responsibility for Others | 4.0 ^{Full} | 78 |
| | 11. Accountability for Decisions Actions Affecting People, Assets, and Information | 2.5 | 53 |
| Working Conditions | 12. Physical Environment | 1.0 | 3 |
| | 13. Psychological Environment | 1.0 | 3 |
| | 14. Health and Safety | 2.0 | 16 |