

## JOB DESCRIPTION

### SECTION 1 – Identifying Data

**09-OS04-01**

<b>Position No.:</b> 16-032	<b>Department:</b> Highways and Public Works
<b>Working Title:</b> Mailroom/Courier Clerk	<b>Branch/Unit:</b> Supply Services
<b>Incumbent:</b> Vacant	<b>Location:</b> Whitehorse
<b>Supervisor's Title:</b> Mailroom Supervisor	<b>Date Completed:</b> April 21, 2006
<b>Position No.:</b> 16028	<b>Medical Clearance</b> <b>No</b> <b>Security Clearance</b> <b>No</b>

### SECTION 2 – GENERAL SUMMARY

The Mailroom/Courier Clerk is responsible for providing mailroom services in the central mailroom and mail delivery and pick-up services on behalf of Yukon government departments and performing other related duties as required.

### SECTION 3 – ORGANIZATIONAL STRUCTURE

*Describe, in narrative form, the place of this position in the organization, including peers (those positions reporting to the same supervisor as the topic position), subordinates, and supervisor's supervisor.*

This position, along with 7 other Mailroom/Courier Clerk's reports to the Mailroom Supervisor, who reports to the Manager, Transportation/Communications.

### SECTION 4 – PRINCIPAL ACTIVITIES & RESPONSIBILITIES (limit to 10 duty statements)

1. Performs a daily run to Canada Post for pick-up and delivery of mail including signing for signature and time sensitive items and obtaining required signatures on delivery and handling cash when picking up collect shipments from Canada Post.
2. Receives, sorts and categorizes mail for distribution to various government departments at various locations in Whitehorse and opens incoming mail, collects valuable contents and records same, prepares cash blotters to register incoming cheques and assigns appropriate allocator. Operates and ensures general upkeep of postal equipment such as filling postage machines by phone, changing tapes and recording input in ledger.
3. Responsible for mail delivery and pick-up service for all government departments ensuring the required deadlines are met (i.e. pickup and distribution of cheques, pay ledgers etc.).
4. Responsible for preparing parcels and freight and waybills for mailing and shipping to locations inside and outside the territory and deliveries to local private carriers.
5. Responsible for applying appropriate postage to ready mail and parcels via Canada Post. Inputs data required for labeling and mailing parcels and all special service items using the Consignment Management system and computerized mailing system. Performs backup of computerized mailing system daily and clears computerized mailing system monthly.

6. Responsible for the secure handling of all mail in Mailroom and on delivery, including potentially dangerous substances.
7. Receives and records contract tenders and files and responds to front counter and telephone inquiries including explaining any cost saving measures to client departments.
8. Undertakes special pick-up/delivery services, (i.e. delivers and picks up Social assistance cheques and budgets, picks up release slips from Canada Employment Centre etc.) and delivers and picks up records from the records centre as required. Picks up confidential material and papers from various departments and disposes of materials through incineration.
9. Drives and navigates vehicles safely through traffic with due care and attention for other drivers and the public and in accordance with Motor Vehicle Act and regulations during a variety of conditions affecting driving such as weather, road, light and traffic conditions. Ensures that the assigned vehicle is operated and maintained according to policy.
10. Responsible for performing other related duties such as shipping and receiving functions including preparing appropriate paperwork and directing shipments to the proper locations and preparing shipment documents for freight shipments, and receiving incoming and recording outgoing freight and assisting the supervisor in training other employees.

## **SECTION 5 – CONTACTS**

*Describe, in narrative form, the working relationships inherent to the success of the job.*

- Contact with client departments at all levels to exchange information, identify needs and requirements, recommend types of services and procedures available for shipping, cost implications, time frames and schedules.
- Contact with commercial carriers to exchange information and coordinate freight shipments, and resolve problems.
- Contact with Canada Post staff to exchange information and coordinate postal services.
- Contact with Records Centre staff to exchange information and coordinate pickup or delivery of records.
- Contact with the general public to exchange information.

## **SECTION 6 – PROBLEM-SOLVING**

*List three examples of problems, issues, or complexities most typically encountered in the job AND describe the actions this job takes to resolve each problem listed.*

1. Departments not using return addresses and mail codes. The incumbent must determine who the mail must be returned to which requires a good knowledge of government departments and their various program branches. The incumbent will then return mail along with an explanatory note indicating what the department must do to reduce the time in returning mail to them and make them aware of how necessary it is that a return address and/or mail code is placed on all outgoing and internal mail and parcels.
2. Departments not separating large mail outs. The incumbent must then go through the whole mail out and separate out the US and international mail in order to ensure correct postage is applied to

each item. The incumbent must then advise the department of the correct procedure for large mail outs and let them know that if they continue to send large mail outs without separating the mail that it will all be returned to them for sorting.

3. Items sent to the mailroom for delivery outside Canada and department requesting that it be delivered to its destination by a certain time. The incumbent must exercise knowledge of carrier schedules such as pickup and delivery times and restrictions and knowledge of Customs and export rates/regulations and how these will affect the speed of delivery along with what proper documentation is required in order to determine and advise the client department as to what is the most efficient and cost effective method of delivering the item being sent within the timeframe they want.

## **SECTION 7 – SPECIFIC ACCOUNTABILITIES**

1. Describe final decisions regularly made for which the incumbent is held accountable:
  - Accurate processing of mail and freight;
  - Timely and accurate pick-up and deliveries;
  - Day-to-day organization of work priorities within established timeframes and the changing of those priorities when the need arises;
  - Recommendations to client departments regarding types of services and procedures available for shipping, cost implications, time frames and schedules;
  - Ensures that mail services adhere to internal policies and postal regulations.
  - Safe operation of delivery vehicles in all types of weather conditions;
2. What are the expected end results of this position (i.e. what are the impacts of performing the Principal Duties and Responsibilities)?

Effective and efficient processing and delivery of government mail and freight.

Incorrect processing of mail and freight would result in a slow down of information flow and could have some negative impacts on client department's ability to deliver programs in a timely and efficient manner and could impact on the unit budget. Confidential information could be dropped or windblown and information released causing embarrassment to the government.

## **SECTION 8 – BUDGET**

1. a) What is the Annual Budget for the unit under the direct control of the position?

<b>Fiscal Year</b>	
<b>Annual Payroll</b>	N/A
<b>O&amp;M Budget (excluding Payroll)</b>	N/A
<b>Capital Budget (excluding Payroll)</b>	N/A
<b>Revenues</b>	N/A
<b>Recoveries</b>	N/A

- b) Does the position have the authority to reallocated resources, (e.g. transfer budget funds)? If yes, provide examples.

No.

2. If applicable, describe other expenditures or revenues influenced by this position and how.

N/A

## **SECTION 9 – WORKING ENVIRONMENT**

*Describe, in narrative form, the position's working environment that can be generally favourable or include exposure to undesirable conditions.*

### 1. Physical Effort

- The incumbent will be standing, walking, lifting and moving mail tubs, mail bags, boxes of books and files, while sorting and delivering mail and freight which involve weights between 20 to 30 kilograms approximately 50% of the time.

### 2. Physical Hazards

- The incumbent will be traveling via vehicle approximately 50% of the time and will be at risk of vehicle accidents and potential exposure to cold winter temperatures if there is a vehicle breakdown.
- High risk of back injury, sprains and strains due to awkward and heavy lifts and time constraints.
- Risk of falling which may cause injury when roadways and walkways are slippery.
- Exposed to the risk of repetitive stress injuries when processing mail.

### 3. Discomfort

- The incumbent is exposed to cold and/or wet weather during mail and freight deliveries.
- Dealing with traffic e.g. Poor drivers, cold weather driving
- Poorly packaged parcels for delivery
- Poorly designed buildings leading to difficult mail pickup and drop-off
- Utilizing video display terminal and computerized mailing machines

**SECTION 10 – SIGNATURES**

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to the job.

**Supervisor:** I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.

**Incumbent:** (where applicable) I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Director of Human Resources:**  
(Comments)

**Deputy Minister:** I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

Date: \_\_\_\_\_

Date: \_\_\_\_\_