

Welcome to New Zealand Post

We're excited about the possibilities that lie ahead. We're confident we'll realise the potential of our people, our plans for the future and our brand. We're an incredibly diverse and thriving business. This creates wide-ranging opportunities and a huge variety of jobs at Post.



Job description

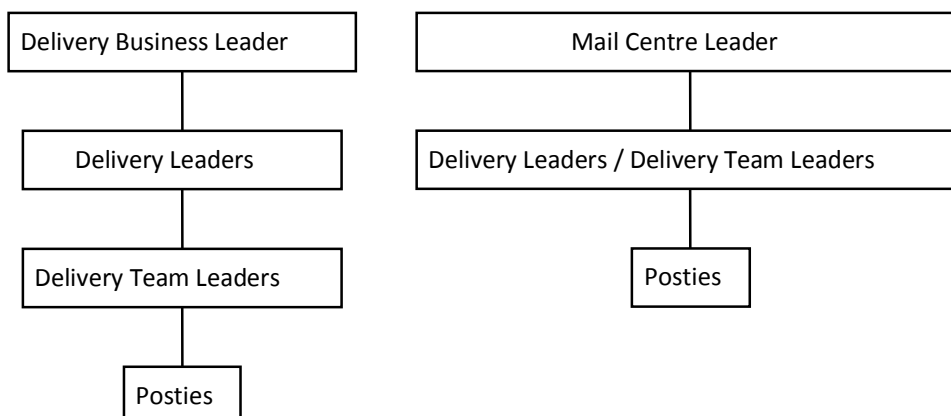
Postie

JOB TITLE	Postie	GRADE	2
LOCATION			
REPORTS TO	Delivery Leader		

JOB SUMMARY

The Postie's purpose is to sort and deliver mail to letter boxes and business premises according to agreed processing and delivery criteria such as sort and accuracy rates. Approximately half the job is done inside and half is done outside. They must also actively contribute to teamwork and process improvements within the work area.

ORGANISATION STRUCTURES



SERVICE RELATIONSHIPS

Internal

- Couriers
- Kiwi Mail

External

- Members of the public
- Local customers
- Overflow depot people
- Taxi drivers

JOB PURPOSE

To sort and deliver mail according to set processing and delivery procedures so that targets and service standards are met.

RESPONSIBILITIES

Mail sorting	Sorts mail accurately and prepares it for delivery in accordance with set procedures and service standards.
Mail delivery	Delivers all mail for the designated round in accordance with set procedures and service standards.
Operational support	Collects and records delivery information accurately and keeps it up to date. Carries out assigned tasks effectively to support the smooth running of the delivery site.
Service relationships	Deals with customers and others courteously, helpfully and in a way that reflects the desired image of Post.
Care of equipment	Takes good care of the work materials and equipment used. Does basic maintenance of the equipment used.
Health & Safety	<ul style="list-style-type: none">▪ Complies with the company's health and safety policies and procedures. Takes action to improve the health and safety record of the workplace. Make sure equipment and work areas are well maintained.▪ Actively participates in training as required▪ Learns and understands the H & S rules for the work area and follows them▪ Takes personal responsibility for keeping themselves, co-workers and equipment free from mishaps▪ Immediately reports any hazards or potential hazards so that they may be remedied▪ Ensures timely and accurate reporting of any events and completes appropriate paperwork▪ If injured the employee along with New Zealand Post Co – operatively

	<p>participates in his or her own return to work program</p> <ul style="list-style-type: none"> ▪ Actively participates or supports Action Group
Security	Takes good care of the mail and follows the Company's security policies and procedures.
Teamwork	Participates positively in the team. Contributes to projects done by the team to improve how work is done.

TYPICAL TASKS

Mail¹ sorting responsibility typically involves:

- Clearing the back case
- Sorting mail onto the case accurately and at a reasonable pace
- Sorting diverted mail correctly (redirections, holds, difficulties, box mark-ups)
- Collating circulars
- Pulling out and banding mail into delivery sequence
- Loading overflow bags and preparing them for delivery
- Packing bags, bike or motor vehicle for delivery

Mail delivery responsibility typically involves:

- Delivering mail by foot, bike or motor vehicle
- Delivering all mail for the allocated round undamaged and to the correct address
- Putting the mail in the mailbox fully or alternatively leaving it in a secure, weatherproof place
- Leaving a card to call if unable to deliver an article according to company procedures and returning the article to the delivery site.
- Making sure mail is not left unattended
- Working unsupervised
- Completing the delivery within a reasonable time

Operational support typically involves:

- Actioning any new redirections, holds or box diversions
- Counting and recording all daily mail volumes accurately, using correct procedures
- Processing diverted mail correctly
- Collecting information about changes to local delivery rounds e.g. new delivery points, changes of occupancy and updating walkbooks, case strips or other records
- Recording circular delivery accurately
- Completing the time docket accurately and at the appropriate daily intervals
- It may also involve:
 - Distributing mail to Postie cases accurately
 - Delivering overflow bags securely
 - Other assigned delivery admin or operational support tasks

Service relationship responsibility typically involves:

¹ 'Mail' includes the full range of products and articles delivered by Posties

- Regular, informal contact with domestic and business customers
- Being friendly and courteous when dealing with customers and others
- Being the first point of contact for complaints or queries
- Going the extra mile for the customer
- If necessary either referring the customer to another Post person to solve their problems or contacting that person themselves
- Liaising with taxis or courier drivers who deliver overflow bags
- Wearing the Company's uniform in the way it was designed to be worn and keeping it clean and tidy

Equipment responsibility typically involves:

- Making sure equipment in ones care is maintained in a presentable condition
- Carrying out regular checks on bicycles and motor vehicles, performing basic maintenance and reporting any other problems

Safety and security responsibility typically involves:

- Keeping oneself safe by following prescribed safety procedures while doing inside and outside work
- Undertaking regular micropauses and stretching exercises to prevent OOS or other injuries
- Maintaining a reasonable standard of health and fitness
- Observing normal road code regulations
- Wearing an approved safety helmet when cycling
- Reporting promptly any hazards (unsafe or unhealthy work conditions and/or equipment) and where appropriate, rectifying them
- Reporting promptly any accidents or near misses and completing the necessary procedures
- Contributing to the general safety of the branch by ensuring rubbish (rubber bands, banding tape etc) is properly disposed of
- Following Post's security procedures and reporting any circumstances which may affect the security of mail (including overflow bags)

Teamwork responsibility typically involves:

- Developing co-operative working relationships with other members of the team
- Training or assisting new members of the team
- Helping others out
- Contributing to process improvements within the work area

AGREED BY

Job holder
signature date

Team Leader
signature date