

# 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

### Mail Officer

#### Job details

<b>Division</b>	Processing	<b>Grade</b>	2
<b>Business area</b>	Operations	<b>Location</b>	Mail Centre
<b>Reporting to</b>		<b>DFA</b>	No
<b>Direct reports</b>	No	<b>Safety sensitive</b>	Yes
<b>Last updated</b>	September 2012		

#### Job purpose

The Mail Officer's purpose is to process the mail and/or product either manually or by machine according to agreed processing criteria such as sort rates, accuracy rates and finish times. The Mail Officer is expected to be able to work in any part of the mail processing chain e.g. preparing mail, sorting or dispatching it. They're expected to contribute to teamwork and process improvements in the work area.

#### Our organisation

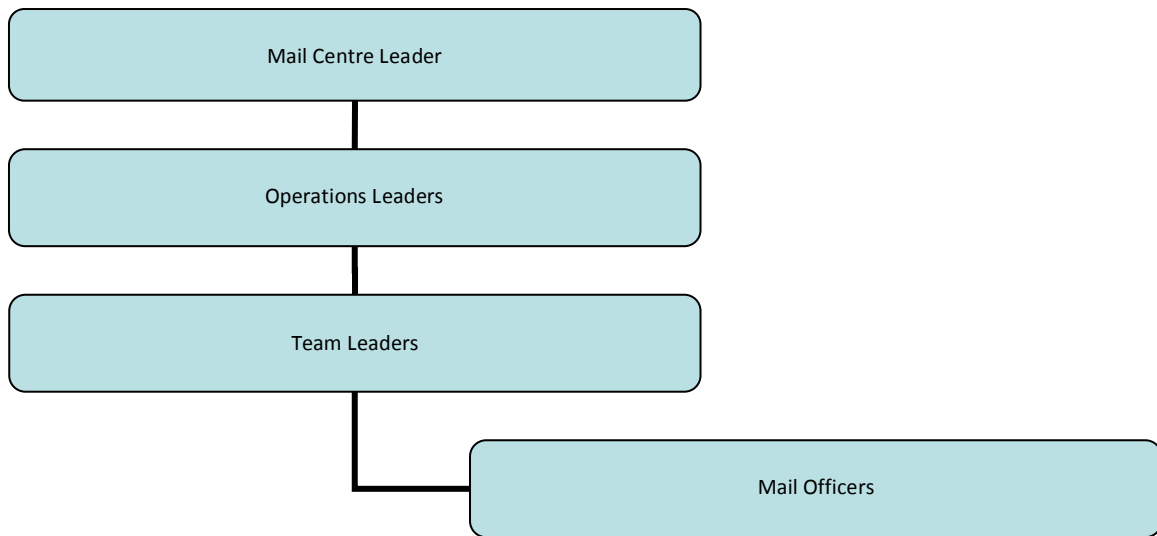
Around since 1840, New Zealand Post has a long history – and a great future. There are many of us – involved in postal, banking, communication, data management, logistics and distribution services – helping New Zealand run. Our eyes are firmly on the future and making sure we bring the best of it to our customers and communities.

#### The values that are important to us:

- One team
- Do what's right
- Make it easy
- Raise the bar



## My team



## Key accountabilities

Specific accountabilities for this role include the following:

Accountability	Description
<b>Preparation</b>	<ul style="list-style-type: none"> <li>Prepares the work area and mail and /or product so it is ready for sorting according to set procedures</li> </ul>
<b>Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>Promote and model good health &amp; safety practices and work closely with your safety and wellbeing peers supporting all initiatives</li> <li>If applicable participate as a member of the New Zealand Post Safety, Wellbeing Action Group (SWAG)</li> </ul>
<b>Mail Sorting</b>	<ul style="list-style-type: none"> <li>Sorts the mail and/or product according to set procedures and service standards</li> </ul>
<b>Mail Dispatch</b>	<ul style="list-style-type: none"> <li>Prepares the mail and/or product for onward dispatch according to set procedures</li> </ul>
<b>Revenue Protection</b>	<ul style="list-style-type: none"> <li>Checks that New Zealand Post is getting the correct revenue for all mail processed</li> </ul>
<b>Service Relationships</b>	<ul style="list-style-type: none"> <li>Deals with customers and others courteously and helpfully to get the job done.</li> </ul>
<b>Care of Equipment</b>	<ul style="list-style-type: none"> <li>Takes good care of the work materials and equipment used.</li> <li>Does basic maintenance of the equipment used.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Participates positively in the team.</li> <li>Contributes to projects done by the team to improve how work is done</li> </ul>

## Key behavioural competencies

Competency	Description
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectations and requirements of internal and external customers;</li> <li>gets first-hand customer information and uses it for improvements in products and services;</li> <li>acts with customers in mind;</li> <li>establishes and maintains effective relationships with customers and gains their trust and respect</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>Relates well to all kinds of people, up, down, and sideways, inside and outside the</li> </ul>



	organisation
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>• builds appropriate rapport;</li> <li>• builds constructive and effective relationships;</li> <li>• used diplomacy and tact;</li> <li>• can diffuse even high-tension situations comfortably</li> </ul> <ul style="list-style-type: none"> <li>• Is widely trusted;</li> <li>• is seen as a direct, truthful individual;</li> <li>• can present the unvarnished truth in an appropriate and helpful manner;</li> <li>• keeps confidences;</li> <li>• admits mistakes;</li> <li>• doesn't misinterpret him/herself for personal gain</li> </ul>
<b>Action Orientated</b>	<ul style="list-style-type: none"> <li>• Enjoys working hard;</li> <li>• is action oriented and full of energy for the things he/she sees as challenging;</li> <li>• not fearful of acting with a minimum of planning;</li> <li>• seizes more opportunities than others.</li> </ul>

## Key relationships

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### Internal:

- Other employees in the Mail Centre
- Contractors
- Transport
- Couriers
- Retail Officers

### External:

- Customers

