

# Job Description

## Welcome to Express Couriers

With a focus on customer service excellence, consistent delivery performance and innovation our reputation as a market leader is well deserved. Add to this a strong commitment to our people and we are truly a great place to work. If you're ready for a career within a company that fosters career advancement with great benefits, coupled with a fun culture – you're ready for Express Couriers.

**CourierPost** 

**Pace** 

**Contract Logistics** 



## Job Title: Courier & Parcels Officer

### Job Details

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Division	CourierPost	Location	Nationwide
Business area	Operations	Grade	CEA 2
Reporting to	Team Leader	Revenue	N/A
Direct reports	N/A	Expenditure	N/A
Total Reports	N/A	Last updated	September 2013

### Job Purpose

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The Courier & Parcels Officers' purpose is to process parcels and products to ensure that it is delivered to our customers on time. This is according to set procedures, ensuring targets and service standards are met. The job holder must also actively contribute to teamwork, revenue protection and process improvements within the work area.

### Our Game Plan

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Express Couriers through its three businesses, CourierPost, Pace and Contract Logistics provides courier, freight and logistics services throughout New Zealand. We are a Kiwi business, owned by the NZ Post Group, run by Kiwi's and are a preferred service provider of Kiwi's.

We have started our journey towards our goal of 'Becoming a World-Class Kiwi Parcel Business'. Our Game Plan gives each one of us the responsibility for getting the essentials right, staying true to our values and aspiring to be better because our World-Class will help take New Zealand to a new level.

### Our Values

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**One Team** - We are one team, working collaboratively so that each of us plays our part in becoming a World-Class Kiwi Parcel Business. We understand and value each other's worlds, getting things done together. We celebrate success and work together as One Group.

**Do What's Right** – Always keeping the Customer front of mind, we look after our mates and act responsibly for our communities as well as protecting our environment. We treat the business like it's our own.

**Raise the Bar** – Rising to the challenge. It's about going the extra mile for our Colleagues and our Customers. Being excited about improving the way we do things. Getting stuck in to make it great and challenging the dumb stuff.

**Make it Easy** - Taking ownership and finding solutions for our customers. It's about making it simple and working together to get things done.



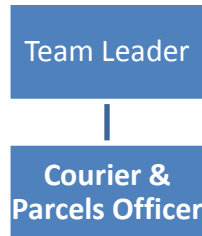
## CourierPost

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For over twenty years CourierPost has proudly served its customers with the largest reach, most reliable network and most advanced technology, while continually defining itself as the market leader for New Zealand overnight courier services.

## My team

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## Job Complexity

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The role has low levels of complexity. The job holder will manage the handling of customer freight and will liaise with various internal contacts or escalate to the manager for resolution.

## Job Discretion

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This role has low levels of discretion. The job holder will have discretion around managing their time and day to day activities.

## Key accountabilities

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The role of a Courier & Parcels Officer is to sort parcel freight to set service level agreements and company policies and procedures. There is minimal complexity in the role and low levels of discretion. Sorting issues are to be escalated to the Charge Hand or Team Leader.

Accountability	Description
Processing	<ul style="list-style-type: none"><li>• Prepares work area and product so it is ready for sorting according to set procedures</li><li>• Unloading vehicles and cages</li><li>• Sorts the product according to set procedures and service standards. Completes all scans and downloads them at the prescribed intervals.</li><li>• Dispatches the product according to set procedures</li></ul>
Security	<ul style="list-style-type: none"><li>• Complies with the Company's security policies and procedures so that company property, staff, customers and commercially sensitive information are protected</li><li>• Handle freight in a careful and professional manner</li><li>• Takes good care of the work materials and equipment used. Does basic maintenance of the equipment used</li></ul>
Team Work	<ul style="list-style-type: none"><li>• Assist other team members within the operational area to ensure optimum support is available</li><li>• Ensure Manager is kept informed of any operational difficulties through open communication</li><li>• Ensure a cohesive, team spirit is upheld</li></ul>



## Safety & Wellbeing

- Complies with the Company's safety and wellbeing policies and procedures and site rules.
- Active involvement in safety and wellbeing rehabilitation
- Reports on the identification of unsafe incidents or hazards
- Ensures a high level of awareness regarding working safely in a fast paced working environment

## Competencies

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Competency	Description
Customer Focus	<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>
Time Management	<ul style="list-style-type: none"><li>• Uses his/her time effectively and efficiently</li><li>• Values time</li><li>• Concentrates his/her efforts on the more important priorities</li><li>• Gets more done in less time than others</li><li>• Can attend to a broader range of activities</li></ul>
Action Oriented	<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	<ul style="list-style-type: none"><li>• Courier Contractors</li><li>• ECL Staff</li></ul>
External	<ul style="list-style-type: none"><li>• Nil</li></ul>

## Qualifications / Experience

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Qualifications	Essential <ul style="list-style-type: none"><li>• NCEA level 3 or equivalent</li></ul> Desired <ul style="list-style-type: none"><li>• Forklift operating certificate</li></ul>
Experience	Essential <ul style="list-style-type: none"><li>• Working in a team environment</li></ul> Desired <ul style="list-style-type: none"><li>• Operational or manufacturing background</li></ul>



## Skills

### Essential

- Good understanding of the English language
- Good geographical knowledge
- Ability to lift heavy items up to 35kgs

The company reserves the right to amend the job description, in consultation with you, as business needs change.

