

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.



DELIVERY AGENT

Job details

Division	Mail and Logistics	Grade	N/A
Business area	Delivery	Location	TBA
Reporting to	Team Leader	DFA	N/A
Direct reports	Nil	Safety sensitive	Yes
Last updated	June 2016		

Job purpose

The purpose of the Delivery Agent (DA) is to safely and securely deliver and pick up products and services offered by NZ Post, identify business opportunities to grow business and operate in a way that meets the Group's brand, customer experience, service and productivity expectations.

This role will be delivering and picking up NZ Post's products and services, scanning and collecting signatures from customers when required. The Delivery Agent is the "go to" person for customers on their round, answering questions, resolving or escalating issues, and proactively identifying sales opportunities that they can pass on.

This role is recognised as a key front line role and brand guardian of NZ Post. It is an integral part of delivering world class services to our customers. The DA role is often our first point of contact with our customers and proactively identifies opportunities to enhance our customer experience, grow sales, and improve the productivity of the Group.

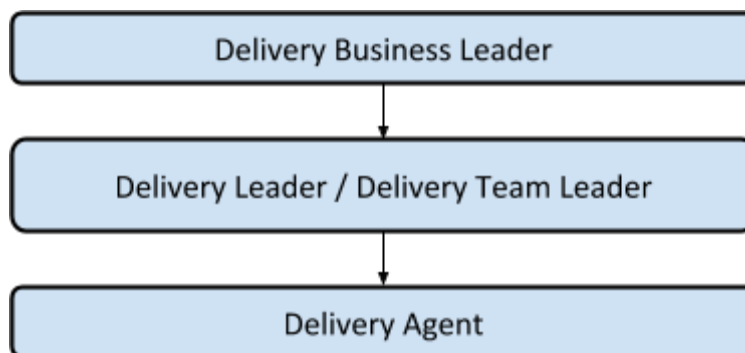
Our organisation

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

Mail and parcel delivery	<ul style="list-style-type: none"> ● Providing world class mail and parcel pick up and delivery in accordance with set procedures and service standards ● Mail and Parcel preparation (sorting and feeding required residual unsequenced product to prepare/pack for delivery) ● Ensuring that operational standards have been met e.g. clear floor each day ● Being flexible to achieve excellent customer service ● Promotes overall network service performance improvement ● Responsive to changing product/service mix as the market continues to evolve
Operational Support	<ul style="list-style-type: none"> ● Collecting and recording required delivery and address information accurately and up to date in accordance with established procedures and service standards (scanner, docket, card to call) ● Processing residual unsequenced undeliverable product ● Uses initiative in identifying issues and providing solutions
Customer Service	<ul style="list-style-type: none"> ● Proactively identifies opportunities to provide customers with information on potential products and services ● Establishing ATLS (authority to leave) with customers ● Resolves product or service issues when they arise, escalating as appropriate ● Goes the extra mile to ensure high levels of customer satisfaction. ● Identification of opportunities for lead generation
Additional customer revenue opportunities	<ul style="list-style-type: none"> ● Providing additional services appropriate to the delivery agent role
Brand Guardian	<ul style="list-style-type: none"> ● Representing NZ Post in a professional way. ● A trusted and confidential delivery agent ● Wearing the NZ Post uniform in the way it was designed to be worn
Processes	<ul style="list-style-type: none"> ● Complying with delivery branch processes ● Proactively looking for opportunities to streamline and improve efficiency of work processes
Care of equipment	<ul style="list-style-type: none"> ● Taking good care of the work materials and equipment used and comply with standard operating procedures ● Does basic maintenance of the equipment used, e.g. modes and uniforms
Safety and Security	<ul style="list-style-type: none"> ● Comply with H&S at Work Act and Land Transport Legislation ● Ensuring Company safety and security policies and procedures are followed to safeguard oneself, colleagues and customers, and the product being carried

Key behavioural competencies

Competency	Description
Customer Focus	<ul style="list-style-type: none"> ● Is dedicated to meeting the expectation and requirements of internal and external customers ● Gets first hand customer information and uses it for improvements ● Establishes and maintains effective relationships with customers and gains trust and respect ● Regular, informal contact with residential customers ● Being friendly and courteous when dealing with customers and others
Action Oriented	<ul style="list-style-type: none"> ● Enjoys working hard; ● Energetic and strives in a challenging environment ● Seizes opportunities to enhance productivity, performance and customer service
Communication skills	<ul style="list-style-type: none"> ● Being the first point of contact for complaints or queries ● Is able to clearly and succinctly communicate in a variety of situations ● Can get messages across that have the desired effect



Change Agile	<ul style="list-style-type: none"> ● Can effectively cope with change ● Can adjust to business and customer requirements
Peer relationships	<ul style="list-style-type: none"> ● Developing co-operative working relationships with other members of the team ● Training or assisting new members of the team ● Contributing to process improvements within the work area ● Easily gains trust and support of peers
Problem Solving	<ul style="list-style-type: none"> ● Ability to solve difficult problems with effective solutions ● Ability to recognise and escalate more difficult problems

Key relationships

Internal:

- Delivery Leaders
- Team Leaders
- Team Members
- Couriers
- Area/Regional Managers
- Sales Reps
- Operations Support
- Post Shop teams
- Box Lorry teams
- Mechanics (Mode)

External:

- Members of the public
- Customers (senders and receivers)
- Home business owners

Qualifications/Experience

Qualifications	<ul style="list-style-type: none"> ● Restricted or full drivers licence provided by employee. (NZP is not responsible for payment of this qualification).
Experience	<ul style="list-style-type: none"> ● Customer service experience within a collaborative team environment
Skills	<ul style="list-style-type: none"> ● Customer focus/centric - passionate about providing high levels of customer service ● Good communication skills ● Safety - Coordination, dexterity and sensory skills ● Able to handle simple technology - mobile phone (provided by employee) and scanners (provided by NZP). ● Mental and physical - ability to successfully undertake the requirements of the role

