

# 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

## Processing Officer

J287a

### Job details

<b>Division</b>	Processing	<b>Grade</b>	2
<b>Business area</b>	Customer Service Delivery	<b>Location</b>	Operations - National
<b>Reporting to</b>	Team Leader	<b>DFA</b>	No
<b>Direct reports</b>	No	<b>Safety sensitive</b>	Yes
<b>Last updated</b>	November 2018		

### Job purpose

The Processing Officer's purpose is to process mail products according to set procedures ensuring targets and service standards are met. Processing Officers will ensure that all product (mail and parcels) is processed efficiently, is sorted to a high quality and is dispatched in accordance with targeted dispatch times. The Processing Officer is expected to be able to work in parts or all of our products' processing chain e.g. preparation, manual and machine sorting (where relevant), consolidation and dispatch. They are expected to focus on the customer, to demonstrate safe work practises and contribute to teamwork, revenue protection and process improvements.

### Our organisation

Around since 1840, New Zealand Post has a long history – and a great future, inspired by our purpose – nothing gets in the way of delivering what people care about, and underpinned by our values:

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

Whether physical or digital, behind every item or message is a story and meaning – connecting New Zealand and the world. For 176 years, we've been committed to New Zealand, its people and communities, and we're committed to keep delivering for many years to come – growing New Zealand.

We want to empower our people who are authentic and trusted in order that they can win with our customers while we deliver value. We have and will continue to change the way we work by deepening our understanding of our



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customers, by simplifying how we work and how we do business. We are embracing technology and innovation and redefining our roles.

The role Customer Service Delivery (CSD), plays within New Zealand Post is to safely deliver the required customer service promise at the lowest cost. We believe that if we do this better than our competitors it will allow us to retain more customers and win more new business.

## My team

To Insert specific org/reporting line structure relevant to role

## Key accountabilities

Within the Operations centre there are various accountabilities that fall broadly into three key areas:

Inwards

Sortation

Outwards or Dispatch

Each area has differing accountabilities but all areas are interdependent.

The role of the Processing Officer is to sort product to set service level agreement standards and following policy procedures. It is important that the Processing Officer understands the mail network and end to end supply chain in order to understand the impacts on their activities and to deliver product within the required dispatch times. Processing Officers must be team players, able to work in all areas of the Operations centre and are able to contribute to a high performance, time critical culture. Sorting issues are to be escalated to the Charge Hand or Team Leader.

Generic accountabilities for all **three functional areas** as follows:

Accountability	Description
Safety and Wellbeing	<ul style="list-style-type: none"><li>● Complies with the Company's safety and wellbeing policies and procedures and site rules.</li><li>● Active involvement in safety and wellbeing rehabilitation</li><li>● Reports on the identification of unsafe incidents or hazards</li><li>● Ensures a high level of awareness regarding working safely in a fast paced working environment</li><li>● Promote and model good health &amp; safety practices and work closely with your safety and wellbeing peers, supporting all initiatives If applicable participate as a member of the New Zealand Post Safety, Wellbeing Action Group (SWAG)</li></ul>
Care of Equipment and Environment	<ul style="list-style-type: none"><li>● Utilises product sorting equipment and materials proficiently ensuring equipment is safe to use completing pre use safety checks</li><li>● Maintains a safe, clean and tidy work area and environment</li></ul>
Teamwork	<ul style="list-style-type: none"><li>● Participates and contributes positively and professionally in the team. Is flexible and adaptable to work where and as required in any area of the end to end process.</li><li>● Contributes to projects undertaken by the team to improve how work is done</li><li>● Participate in learning and development opportunities and guide and share knowledge with team members</li></ul>
Streaming and Preparation	<ul style="list-style-type: none"><li>● Prepares the work area and product so it is ready for sorting according to set procedures</li><li>● Prepares product in a format that can be presented and processed by the machines without impacting throughput</li><li>● Checks labelling and ensures product is assigned to correct work area. Associates any label as per Standard Operating Procedure requirements</li></ul>



	<ul style="list-style-type: none"> <li>Ensures clearance products are streamed to correct container for presentation to relevant work area</li> <li>Checks the weight of parcels before lifting content – obtains assistance where parcel weight is excessive</li> <li>Presents product correctly to the receiving work area</li> </ul>
Revenue Protection	<ul style="list-style-type: none"> <li>If assigned and where relevant, checks that New Zealand Post is getting the correct revenue for all product processed</li> </ul>
<b>Accountability</b>	<b>Description</b>
Manual Sort	<ul style="list-style-type: none"> <li>Knowledge required to conduct a Primary sort manually of product to acceptable standards. This may involve using auto assisted sorting technology and management of undeliverables</li> </ul>
Product Dispatch	<ul style="list-style-type: none"> <li>Prepares the product for onward dispatch according to predefined procedures</li> <li>Quality checking to ensure contents of containers/trays match label before lidding up</li> <li>Consolidate and move product off the floor to designated dispatch areas</li> </ul>
Product Dispatch	<ul style="list-style-type: none"> <li>Consolidate and move product off the floor to designated dispatch areas</li> <li>Sorts product to nominated dispatch unit, checking labelling matches the dispatch unit label to destination</li> <li>Assigns labels/tags/banner tape as prescribed</li> <li>Utilise correct lifting equipment to move loaded unit into queue or onto transport</li> </ul>
Equipment	<ul style="list-style-type: none"> <li>Ensure product is readily available for dispatch as determined by schedules</li> <li>Manage equipment volumes and highlight any issues</li> </ul>
Forklift	<ul style="list-style-type: none"> <li>There will be a requirement for some of the team who work in dispatch to hold a forklift license and operate a forklift to move and manage product</li> </ul>
Machine Operation (machine site only)	<ul style="list-style-type: none"> <li>Sets up the processing technology according to the type of mail to be run, prepares the work area around the technology e.g. obtains sufficient trays, lids and trolleys for the shift.</li> <li>Ensure correct postage/permit impression is assigned to the item</li> <li>Feed trays/mail to the machine for processing</li> <li>Clearing down all stackers and bins and unload trays on the processing technology</li> <li>Accuracy and attention to detail when handling and labelling machine mail to ensure that sequenced mail is of a high quality</li> <li>Quality checking of sort process as full trays are taken off</li> <li>Storing of mail in appropriately designated areas of the mail centre for direct dispatch or further processing</li> </ul>
Exception Management (machine site only)	<ul style="list-style-type: none"> <li>Manual sorting of non machineable product. This may involve using auto assisted sorting technology and management of exceptions</li> </ul>

## Key behavioural competencies

Competency	Description
<b>Customer Focused</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectation and requirements of internal and external customers;</li> <li>Gets first hand customer information and uses it for improvements;</li> <li>Acts with customers in mind;</li> <li>Establishes and maintains effective relationships with customers and gains trust and respect.</li> </ul>
<b>Gets things done</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 opportunities.</li> </ul>



<b>Integrity and Trust</b>	<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 misrepresent him/herself for personal gain</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 organisation;</li> <li>● Builds appropriate rapport;</li> <li>● Builds constructive and effective relationships;</li> <li>● Uses diplomacy and tact;</li> <li>● Can diffuse even high tension situations comfortably.</li> </ul>
<b>Results and Outcome Focused</b>	<ul style="list-style-type: none"> <li>● Can be counted on to exceed goals successfully</li> <li>● Is constantly and consistently one of the top performers</li> <li>● Very bottom-line oriented</li> <li>● Steadfastly pushes self and others for results</li> </ul>

## Key relationships

### Internal:

- Other employees in the Operations centre and other operations centres
- Team Leader
- Charge Hand
- Contractors/Transport
- Service Delivery Managers
- Courier Drives
- Delivery

### External:

- Customers

## Qualifications/Experience

<b>Qualifications</b>	<b>Essential</b> <b>Desired</b> <ul style="list-style-type: none"> <li>● 3 years' secondary school</li> </ul>
<b>Skills</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>● Numeracy and literacy including computer literacy</li> <li>● Dexterity</li> <li>● Communication skills</li> <li>● Capable of lifting product, mail bags, containers and moving equipment continuously for a period of time. Be physically active on the floor throughout the day.</li> <li>● Can demonstrate ability to pay attention to detail and concentrate for periods at a time</li> <li>● Can operate under time pressure without this impacting on the quality of work delivered</li> <li>● Have a safety mindset</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>● Ability to work to an operational roster</li> </ul>

