

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

Job details

| | | | |
|-----------------------|------------------------|-------------------------|------------|
| Division | Operations | Grade | 2 |
| Business area | Processing | Location | Nationwide |
| Reporting to | Processing Team Leader | DFA | N/A |
| Direct reports | N/A | Safety sensitive | Yes |
| Last updated | April 2018 | | |

Job purpose

The Processing Officer's purpose is to process mail, parcels and any products by machine or manually according to standardised criteria such as sort plans, sort accuracy and sort rates and within production schedules. Processing Officers will ensure that mail, parcels and any products are processed efficiently, sorted to a high quality and dispatched in accordance with targeted dispatch times. The Processing Officer is expected to be able to work in parts or all of the processing chain e.g. preparation, manual and machine sorting including video coding, consolidation and dispatch. They are expected to focus on the customer, to demonstrate safe work practises and contribute to teamwork 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.

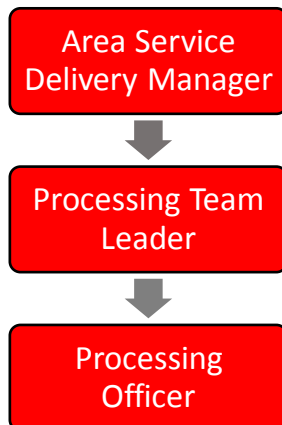
We want to empower our people who are authentic and trusted in order that they can win with our customers while we deliver value. We have and will continue to change the way we work by deepening our understanding of our customers, by simplifying how we work and how we do business. We are embracing technology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



Key accountabilities

The role of Processing Officer is to process mail, parcels and any other products as per 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 Team Leader. Processing Officers must be able to work independently and within a team environment in all areas of processing and contribute to a high performance, time critical culture.

| Accountability | Description |
|-------------------|--|
| Processing | <ul style="list-style-type: none"> • Prepares the work area and mail, parcels and any product so it is ready for sorting according to set procedures including tipping, facing, culling and cancelling of items prior to presentation to the machines • Prepares mail, parcels and any product in a format that can be presented and processed by the machines without impacting throughput • Checks labelling and ensures mail, parcels and any product is assigned to correct work area and/or queue. Associates any label as per Standard Operating Procedure requirements • Ensures clearance items are streamed to correct container for presentation to relevant work area • Checks the weight of bags before tipping content – obtains assistance where bag weight is excessive • Ensures container from which content is tipped onto process belt is empty (turn bag/check tray) • Presents mail, parcels and any other product correctly to the receiving work areas |
| Machine Operation | <ul style="list-style-type: none"> • Sets up the processing technology according to the type of mail, parcel and other product to be run, prepares the work area around the technology e.g. obtains sufficient trays, lids and trolleys for the shift. • Ensure correct postage/permit impression is assigned to the item • Feed trays mail, parcels and any product to the machine for processing • Clearing down all stackers and bins and unload trays on the processing technology • Accuracy and attention to detail when handling and labelling mail, parcels and any products to ensure the sort is of a high quality • Quality checking of sort process as full trays are taken off • Storing of mail, parcels and any product in appropriately designated work areas for direct dispatch or further processing |
| Manual Sort | <ul style="list-style-type: none"> • Knowledge required to conduct a Primary sort manually of non machineable mail, parcels and any other product to acceptable standards. This may involve using auto assisted |



| | |
|-----------------------------------|--|
| | <ul style="list-style-type: none"> ● sorting technology and management of undeliverable items ● Accuracy and attention to detail in relation to sorting to destination, street level, boards, containers and cages. ● Manual date stamp of international mail may be required |
| Safety and Wellbeing | <ul style="list-style-type: none"> ● Promote and model good health & 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) ● Safe working operations around equipment i.e. vehicles [electric], forklifts, trucks, containers, cages, trolley jacks and awareness of general direction of traffic flow. ● Safety footwear is a requirement of the role, this will be provided by New Zealand Post. |
| Care of Equipment and Environment | <ul style="list-style-type: none"> ● Utilises sorting equipment and materials proficiently ensuring equipment is safe to use completing safety checks ● Maintains a safe, clean and tidy work area and environment |
| Teamwork | <ul style="list-style-type: none"> ● Effective team player and ability to work independently as required ● 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. ● Contributes to projects undertaken by the team to improve how work is done ● Participate in learning and development opportunities and guide and share knowledge with team members |
| Equipment | <ul style="list-style-type: none"> ● Ensure product is readily available for dispatch as determined by schedules ● Manage equipment volumes and highlight any issues ● Use of company vehicles (van, car) for distribution of mail and parcels to box lobbies and Post shops, depots as required |
| Forklift | <ul style="list-style-type: none"> ● There may 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 |

| Competency | Description |
|------------------------------------|---|
| Customer Focused | <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; ● Acts with customers in mind; ● Establishes and maintains effective relationships with customers and gains trust and respect. |
| Gets things done | <ul style="list-style-type: none"> ● Enjoys working hard; ● Is action oriented and full of energy for the things he/she sees as challenging; ● Not fearful of acting with a minimum of planning; ● Seizes opportunities. |
| Integrity and Trust | <ul style="list-style-type: none"> ● Is widely trusted ● Is seen as a direct, truthful individual ● Can present the unvarnished truth in an appropriate and helpful manner ● Keeps confidences ● Admits mistakes ● Doesn't misrepresent him/herself for personal gain |
| Interpersonal Savvy | <ul style="list-style-type: none"> ● Relates well to all kinds of people, up, down and sideways, inside and outside the organisation; ● Builds appropriate rapport; ● Builds constructive and effective relationships; ● Uses diplomacy and tact; ● Can diffuse even high tension situations comfortably. |
| Results and Outcome Focused | <ul style="list-style-type: none"> ● Can be counted on to exceed goals successfully ● Is constantly and consistently one of the top performers ● Very bottom-line oriented ● Steadfastly pushes self and others for results |



Key relationships

Internal:

- Other employees in processing centres
- Contractors/Transport
- Team Leader
- Process Leader
- Delivery

External:

- Customers

Qualifications/Experience

| | |
|----------------|---|
| Qualifications | Essential Desired <ul style="list-style-type: none">• 3 years' secondary school |
| Skills | Essential <ul style="list-style-type: none">• Numeracy and literacy including computer literacy• Dexterity• Communication skills• Capable of lifting mail and parcel presented in trays, bags, containers, cages and moving equipment continuously for a period of time. Be physically active on the floor throughout the day.• Can demonstrate ability to pay attention to detail and concentrate for periods at a time• Can operate under time pressure without this impacting on the quality of work delivered |
| Other | <ul style="list-style-type: none">• Ability to work to an operational roster• Good local / geographical knowledge i.e. reading addresses |

