

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

Delivery Agent

Job details

Business area	Service Delivery	Location	TBA
Reporting to	Service Delivery Manager	Safety sensitive	Yes
Direct reports	Nil	Grade	N/A
Last updated	September 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

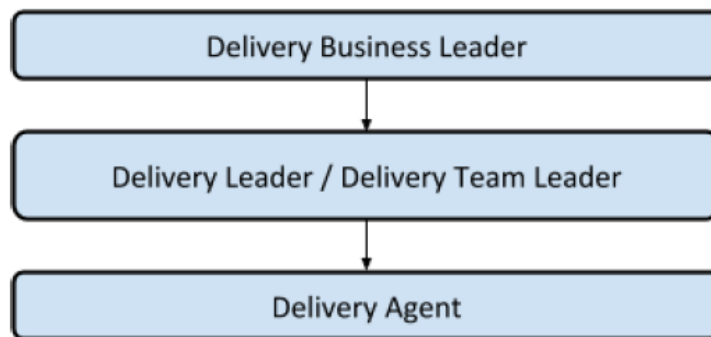
The behaviours and attitudes that will underpin our culture and future success are:

Value each other and BRING THE REAL YOU	We're all unique, inclusive and respectful. We're down to earth. We own our attitudes, our growth, and we keep ourselves healthy and safe.
Create connections so we're STRONGER TOGETHER	We're connected, collaborative, trusted and have each other's backs. We're compassionate, think and act like whānau, care about each other's welfare, and work together as a team to achieve our goals.
Step up to DELIVER THE BEST	We get the job done and deliver as promised. We go the extra mile for each other and do so safely. We find ways to do things better for our customers and Aotearoa.

The needs of our customers are ever-changing and happening faster every day – our team needs to be one step ahead of these changes and act quickly, knowing exactly how the network is performing and able to deliver for our customers. We are growing our international and domestic parcels and logistics businesses by building partnerships and ensuring we're highly focused on what our customers want and need. New Zealand Post has been a vital link for New Zealanders for over 170 years, and in the future we will continue to be a trusted Kiwi company that helps customers succeed and helps New Zealand grow.

Pursuant to the SOE Act, NZ Post is a limited liability company established under and subject to the Companies Act 1993, with a number of subsidiaries. This legislative framework establishes certain obligations, including that the company operates at 'arm's length' from the Government and on a commercial basis, delivering commercial rates of return, while being a good employer and exhibiting a sense of social responsibility.

My team



Key accountabilities

Specific accountabilities for this role include the following:

Accountability	Description
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, dockets, 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 expectations 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 other their trust and respect.
Action oriented	<ul style="list-style-type: none"> * Enjoys working hard; * Is 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 cooperative 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
- Operational Support
- Post Shop teams
- Box Lobby 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.