

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Postal Specialist

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

This job description reflects the duties which were assessed in June 2023 as part of a reclassification effort which moved this job from the Administrative Services to the Operational Services stream.

- Restricted, regulated or international shipment regulations and guidelines.
- Security procedures for suspicious mail and materials, and site-specific security requirements.
- Project Work
- Building Mail Services
- Incoming Mail Processing
- International Processing
- Very good knowledge with computer applications
- Detailed statistical information and gathering, record keeping

- Cover off for Print and Insertion

Responsibilities Removed:

- Cover off for Central Mail morning shift
- Cover off for Logistics Dispatcher

Job Purpose and Organizational Context

Why the job exists:

Accurate and timely mail services are essential to the delivery of government programs and services to Albertans.

Postal Specialists are an important link in the logistics chain. These positions service all ministries, agencies, boards and commissions, as well as members of the public. Postal Specialists may work in the Central Mail Facility, or at a building mailroom. Postal Specialists report to the area Team Lead or the Central Mail Operations Supervisor. depending on the position location.

Postal Specialists may be asked to assist with mail project work, or be assigned to cover-off at any of the Mail Services locations in Edmonton, as well as in the Print and Insertion area. Hours of work may vary slightly depending on location.

Postal Specialists process all mail and documents between government departments, agencies, boards and commissions, and other organizations when applicable. This encompasses interdepartmental mail, mail arriving from and destined to Canada Post, parcels from Canada Post and scheduled and private courier shipments. This requires operating mailing equipment, utilizing carrier software (e.g. EST, Loomis, FedEx), and manual labour for mail sortation. All documentation must be processed accurately on a daily basis.

Postal Specialists provide liaison services to ministry customers of varying levels of authority. Contact often involves providing advice and guidance on the cost effective use of Service Alberta mail and logistics (courier and transport services), Canada Post services, and other mail, delivery, or specialized cartage services.

These positions have responsibility for the operational effectiveness and efficiency of mail and delivery services. Mislabeled and lost materials, missed pickups and delayed shipments can adversely affect government services and reputation. Shipments requiring specialized forms or declarations (for restricted, regulated or international shipments) must include required documentation to ensure successful delivery and compliance with Federal regulations for shipments.

Cover-off requirements for all Postal Specialists are essential, as customers must have uninterrupted access to essential mail services. Postal Specialists are required to be trained for multiple locations and functions, as well as assist in on the job training for other team members. Postal Specialists are responsible for the creation and maintenance of work procedure documentation to facilitate cross-training and on-going provision of quality mail services.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Mail Processing Duties

End Result

- Customer ministry mail is efficiently, securely and accurately processed.
- Mailouts are completed within the assigned deadlines

Outgoing Mail Processing

Canada Post

- organize and process mail and related correspondence destined for Canada Post on behalf of ministries and related clientele in a timely and accurate manner.
- extract items requiring expedited service (Xpresspost, courier etc.) and forward these to respective station.
- ensure that proper postage is applied and the envelopes are adequately sealed to ensure security and integrity of the contents.
- ensure that proper assigned charge back codes are utilized in respect to associated costs to permit accurate and complete cost recovery.
- ensure that metering machines and related equipment are in good working condition, and that the impressions are clearly legible to Canada Post standards and water reservoirs are maintained at a full level.
- ensure items are correctly addressed and adequately packaged as per Canada Post regulations.
- utilize available software applications to investigate incomplete addresses and make necessary changes.
- ensure that the balance on the postage meters coincide with the balance on the accounting system.
- place metered mail into lettertainers and the full lettertainers into the proper monotainers (large cages).
- set up monotainers so that processed mail and related materials can be transported to Canada Post in bulk. Transport monotainers and supplies to the various work areas within the site, when required.
- ensure contents are in compliance with Canada Post shipping restrictions.
- workstations and equipment must be cleaned on a daily basis.

Interdepartmental

This position is responsible for preparing interdepartmental (within the GoA) for delivery either through a) Provincial Delivery contracted vendor to 88 communities across the province, or b) via one of the 8 scheduled courier runs operated by internal and contracted courier drivers.

- organize and sort Interdepartmental material originating from the Provincial Delivery network and Edmonton scheduled courier runs.
- ensure items are placed into the appropriate tote or bag.
- utilizing vendor shipping systems accessing tote/bag label and waybill.
- print label and ensure reference fields are filled out where applicable.
- place label onto totes and bags.
- secure tote/bag to ensure security of contents
- ensure totes/bags confirm to the 77lb. weight standard.
- complete statistics on a scheduled basis

International

- organize and process mail and related correspondence destined for international delivery on behalf of ministries and related clientele in a timely and accurate manner.
- utilizing the vendor software shipping system, prepare appropriate waybill, label and apply correct

postage.

- ensure that the items are adequately packaged and secured.
- ensure contents are in compliance with Global shipping restrictions.
- ensure that proper assigned charge back codes are utilized in respect to associated costs to permit accurate and complete cost allocation and recovery.
- ensure appropriate customs forms are correctly filled out and included with the shipment.

Other items

- operate a computerized parcel shipping system (documents weighing over 500 grams or documents that do not qualify for other rates).
- select most cost efficient method to ship materials (expedited, express post or priority courier) to achieve best value service, unless specified by the sender.
- ensure that the proper customer codes are used for accurate charge back to the clientele.
- process documents and generate shipping label to each item. Ensure label is affixed securely and accurately.
- ensure priorities are met on a daily basis.
- void incorrect labels when required.
- all items recognized as dangerous goods must follow all Transport Canada TDR regulations, regardless of carrier.

Incoming Mail Processing

- empty incoming mail from Canada Post and also empty documents from bags and totes received from incoming Provincial Delivery network and GoA scheduled courier delivery routes.
- receive time sensitive deliveries requiring sort processing and timely forwarding, for Provincial Laboratories and WCB.
- separate mail and documents for gross and/or fine sort, or for further processing.
- sort interdepartmental mail into designated sorting areas, cages.
- open, date stamp and/or further process mail items as required by ministries.
- remove full mailbags or totes and place them in the appropriate dock, replace with an empty bag or tote.
- work within strict daily time frames, with incoming processing starting at 7:30 am ensuring documents are prepared for scheduled delivery routes which depart prior to 9:00 am.
- assist at other stations as necessary and when time permits.
- all mail of all types at all locations must be screened during sortation and handling to identify items of suspicious appearance or contents as per internal procedures for suspicious mail and materials.
- items identified as suspicious should be handled according to internal procedures, and a supervisor, team lead or manager should be notified immediately. These procedures are developed following industry best practices.

Building Mail Services

- deliver mail to departments in the Legislature and Federal Buildings as per the mail run schedule.
- perform incoming cheque process, and entry into log of ministry specific applications.
- items identified as suspicious should be handled according to internal procedures, and a supervisor, team lead or manager should be notified immediately. These procedures are developed following industry best practices.
- maintain receiving logs ' record receipt and pick up of incoming courier items to maintain chain of custody.
- receive and process incoming facsimiles where fax machines exist in the environment.

Other items

Dock/Shipping Receiving

- ensure items received are in good condition, and the end receiver is notified.
- sort all mailbags, bins, parcels and other materials to the proper dock area or to the proper station for further processing.
- sign of registered boxes that remain in the dock area.
- responsible for security of the dock, ensuring dock doors are closed and unauthorized entry is prevented.
- operate walkiestacker as required.

Security

- ensure familiarity with procedures for suspicious mail and materials, and site specific security requirements and equipment (i.e. security shower, confinement box).

Projects

Project work may include, but is not limited to:

- manual insertion of material into envelopes and packages. This work may have pick and pack requirements, including monitoring and recording of inventory, specialized packaging requirements, or mail merge/address label creation.
- order fulfillment (packaging and shipping) in response to customer requests, and record keeping of orders to facilitate chargeback where required.
- maintain stock levels ensuring that required supplies are on hand (envelopes and resources)
- mechanical insertion of letters into envelopes, and quality assurance checks to ensure that no envelopes are incorrectly inserted.
- scanning of mail, electronic delivery of contents or upload to ministry systems, and data entry into various ministry applications.
- mechanical insertion of letters into envelopes, and quality assurance checks to ensure that no envelopes are incorrectly inserted.
- project work is assigned on a resource-requirement basis.

Physical Requirements

- lift up to 75 pounds; push and pull loads of up to 750 pounds (includes wagon, pallet and materials) multiple times per shift, in all work locations.

- bend, reach, and twist repetitively in the course of duties.
- stand for long portions of the shift.
- work in both mailroom and warehouse environments.

Customer Service and Issues Management

End Result

- Customers effectively use and are satisfied with mail services.
- Provide advice to customers seeking the least expensive, fastest and/or appropriately secure means of shipping materials using Canada Post products, contracted services, and internal government packaging and deliver services.
- Liaise with customers, contractors, courier drivers and other areas of the mail network to investigate and resolve discrepancies, late deliveries and missing items.
- Resolve customer service issues and provide solutions or alternatives.
- provide alternative shipping solutions to customer ministries.
- assist customers with track and trace of delayed, missing or lost items.

Operations Administration, Leadership and Reporting

End Result

- Postal Specialist has the knowledge, training, motivation, work assignments and plans needed to process mail, interdepartmental materials and manual projects, ensuring customer satisfaction.
- Customers have access to essential mail services during mailroom hours. (no lack of service due to unavailability of staff.)
- MLS has materials needed to train and develop staff.
- Service Alberta has the information required to advise customers of their service usage and recover agreed costs.
- maintain documented procedures, work schedules, cover-off schedules, training checklists, customer name and address lists, logs and all other operational material needed to train cover-off and successor resource and assure a high and consistent quality of service to the customer.
- record daily statistics with a high degree of accuracy.
- maintain inventory of 5 part registration forms and order the printing of more forms when required, storage and records management of completed forms.
- assist the leadership team with assessment of statistical information to predict impacts of merging changes on resource loads and procedures.
- assist the leadership team with assessment of statistical information to predict impacts of merging changes on resource loads and procedures.
- recommend and implement service improvements to meet evolving demands and improve operational effectiveness.
- assist the leadership team with assessment of statistical information to predict impacts of merging changes on resource loads and procedures.
- administrative and general duties, including ensuring adequate supplies are on hand, including all shipping and mailing necessities. Order supplies and validate invoices.

- maintain a clean and safe working environment at all times.
- work with leadership to recommend and implement facility and operational improvements, raising customer service standards.
- assist the leadership team with assessment of statistical information to predict impacts of merging changes on resource loads and procedures.
- create a positive and friendly work environment.
- mechanical ability is beneficial when working with mailing equipment, meter machines, scanners or insertion equipment.
- overtime may be required on an infrequent basis.
- Postal Specialists are required to train for multiple functions and locations within Edmonton. There are currently 13 staffed mailrooms in Edmonton to the Central Mail location (MSV). There may be a requirement to attend multiple sites in one shift.
- Postal Specialists are required to assist in on the job training for other team members. Refresher training is also conducted on a regular basis as assigned.

Problem Solving

Typical problems solved:

Postal Specialists are responsible for the secure and efficient delivery of materials to aid in program delivery or provide communications to Albertans. Disruptions or delays in delivery can have negative impact on program delivery and timeliness of communications. The position must:

- makes independent decisions relative to workflows and priorities on a daily basis with the general operational requirements of scheduled deliveries.
- must adjust to changing priorities and demands due to changing circumstances, operational issues and customer requirements.
- investigate and resolve issues pertaining to lost, mis-directed and missing materials.
- respond to customer requests for service changes considering potential impact to the overall operational effectiveness.
- troubleshoot issues with production equipment and resolves or escalated to service requirements.
- recognize insufficient addresses and utilizes measures to correct.
- provides recommendations on packaging and shipping solutions for specialize items.

Types of guidance available for problem solving:

Supervisor, Team Lead or manager are available for escalated issues or advice. Postal specialists should also consult documented procedures, refer to carrier-specific regulations and requirements, or Federal regulations for shipping and transport of restricted or international items.

Direct or indirect impacts of decisions:

Delivery of items can be impacted or delayed if requisite documentation is missing or inaccurate. Federal penalties can apply if restricted or dangerous goods are shipped without appropriate declarations.

Key Relationships

Major stakeholders and purpose of interactions:

These positions have:

- frequent contact with member from other Mail Management Centers to respond or make inquiries, and

address issues.

- daily contact with customer ministry staff of various levels of authority for the purpose of consulting on specifications, delivery options or investigating and resolving any service issue.
- daily contact with government and private couriers for daily pickup and delivery of materials and supplies.
- daily contact with peers on work priorities, scheduling challenges and operational concerns.
- provides cover-off daily for Print Services staff during breaks and out of office periods at Commerce and JGO locations.
- provides assistance to Print Service operations within MSV location as needs arise.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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Job-specific experience, technical competencies, certification and/or training:

Two years of experience in a related field is a requirement. The incumbent must have experience in a mailing, courier or warehouse setting, dealing with incoming and outgoing mail and materials, application of postage and creation of waybills in a shipping system.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<ul style="list-style-type: none"> - prioritization of daily tasks must occur throughout the day as new work emerges. - Postal Specialists often work alone and do not have a supervisor readily available for guidance. - leadership relies on communication from Postal Specialists to determine resource requirements and changes.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<ul style="list-style-type: none"> - customer service and working with ministry partners to find solutions is frequent and ongoing. - Postal Specialists must share ministry-specific information with other team members to set expectations and ensure customer satisfaction. - Postal Specialists are required to understand who the subject matter

			experts are across the Mail and Logistics team, in order to refer customers for specialized advice.
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<ul style="list-style-type: none"> - Postal Specialists must utilize creative problem solving to understand and appropriately respond to customer concerns and requests. - as Postal Specialists are often the only department representative in their location, it is imperative that their ideas for continuous improvement are communicated to leadership.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> - Postal Specialists work in a continuously changing environment, as we react to the needs of the customer. - work must be continuously prioritized as new work and requests are received. - Postal Specialists are responsible for updating procedures and bringing forward ideas for improvements. - Postal Specialists must understand our general guidelines, and use judgment along with advice from leadership or team-mates to understand when it is appropriate to work outside of, or challenge the commonly established guidelines.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)