

Position: **Benchmark Job #255**

Ministry: Finance and Corporate Relations

Working Title: **Supervisor, Mail Preparation**

Branch: Postal and Distribution Services

Level: Range 13

Location: Victoria

NOC Code: 1214

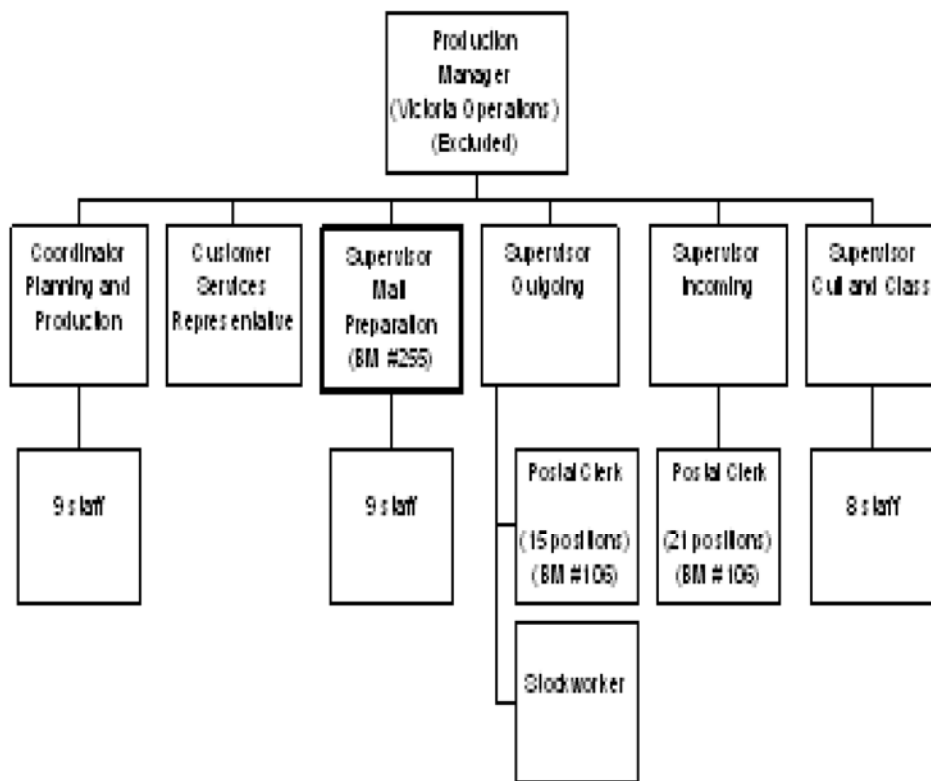
## PRIMARY FUNCTION

To supervise operations in the postal service preparation section of the Victoria Postal and Distribution Services Branch and coordinate the processing of postal materials for delivery to provincial offices throughout British Columbia.

## JOB DUTIES AND TASKS

1. Coordinates the receipt, processing and preparation of mail
  - a. ensures staff receive/process mail and ensures secure and confidential mail processing
  - b. completes or ensures staff complete custom declarations, supplier waybills, and statement of mailing
  - c. calculates and verifies billing charges for customers and from suppliers
  - d. maintains and archives records
  - e. monitors outgoing shipments and checks prices to determine best method of supply
  - f. organizes and prioritizes mail operations and schedules to meet needs of various customers
  - g. classifies mail according to product category and service required
  - h. coordinates quality control of all mail products and oversees repair of damaged items
  - i. records production time of all staff for billing purposes
  - j. supervises delivery of mail as required
  - k. operates forklift to move pallets of mail; lifts mail bags, parcels and tubs of mail
2. Ensures proper maintenance of equipment and housekeeping
  - a. checks to ensure staff perform operator preventative equipment maintenance
  - b. identifies, reports on, and resolves facility problems such as removal of snow and ice from vehicles
  - c. maintains and ensures staff practice local fire and safety procedures
3. Coordinates customer services and administration functions
  - a. responds to customer inquiries escalated by staff
  - b. performs tracing requests for proof of delivery
  - c. coordinates and provides tours of facilities and conducts customer workshops
  - d. compiles information on and markets products and services; obtains and examines customer feedback
  - e. ensures adequate numbers of meters, requisitions and postal fund cheques are maintained
  - f. coordinates the move of meter heads to Canada Post for refilling and annual check
  - g. maintains vehicle logs, route lists, or house sort lists
  - h. verifies and sorts business reply totals to Canada Post

- i. participates, as a member of business development teams, to provide input on business, process, and equipment evaluation and selection
- j. prepares, verifies, and submits reports
- 4. Supervises the work of Postal Clerks processing mail (9 FTEs)
  - a. hires and trains postal processing staff
  - b. plans, assigns and reviews work
  - c. sets work priorities and standards
  - d. conducts formal appraisals of work performance and recommends disciplinary action, if required
  - e. organizes staff levels and training; writes training manual and bulletins
  - f. examines accident reports, completes WCB forms, etc.
  - g. tracks and coordinates leave



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<b>JOB KNOWLEDGE</b>  Understand and apply the accepted methods of provincial postal distribution services to coordinate, organize, and supervise the receipt, processing, sorting, classification and preparation of mail, related items and materials for a designated section of the Victoria Postal and Distribution Services.	E	145
2	<b>MENTAL DEMANDS</b>  Judgement to assess postal distribution requirements and choose an	D	100

	<p>approach using a combination of accepted postal distribution and processing services procedures to supervise the receipt, processing and preparation of mail by Postal Clerks, determine schedules, priorities, and processes, and monitor and coordinate maintenance of equipment and facility.</p>		
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to operate forklift to move pallets of mail in Postal Branch.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general procedures, select alternative courses of action to supervise a designated section of governmental postal services, coordinate staff to receive, sort, classify, and prepare mail and coordinate mail operations to meet needs of various customers.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Some financial responsibility to validate supplier billings.</p>	C	15

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Significant responsibility to control the receipt, security, processing, and preparation of postal materials for delivery throughout the province.</p>	D	22.5
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to supervise Postal Clerks, appraise employee performance and recommend disciplinary action (9 FTEs).</p>	DF	21
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Moderate care and attention to operate a forklift where others are exposed.</p>	C	15
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused sensory concentration for frequently visually preparing and verifying reports, vehicle logs and route lists.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Heavy physical effort to regularly lift heavy mail bags, parcels, and tubs of mail.</p>	E	24
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to frequent loud postal machinery noise.</p>	C	6
13	<p><b>HAZARDS</b></p> <p>Moderate exposure to hazards from regular lifting of heavy weight mail bags, parcels and tubs of mail.</p>	C	6

Total Points: 501.5

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