

JOB SPECIFICATION

TITLE: Supply Postal Worker

DEPARTMENT: Department of Postal Services (**Royal Gibraltar Post Office**)

DAY TO DAY RESPONSIBLE TO: Postal Higher Grade (Level 4)

ULTIMATE RESPONSIBLE TO: Chief Executive Officer

Management at the Post Office is composed of Government employees and private management to both of whom you are accountable to and may be given instructions from.

1. JOB PROFILE

1.1 To collect, process, handle, sort, export and deliver mail items safely and in a timely and professional manner in accordance with the Service Model and Working Practices set by management.

1.2 Adhere to the Service Model and Working Practices set by management from time to time.

1.3 Maintain customer satisfaction and professional customer care etiquette.

1.4 Project a neat and professional image.

2, KEY ACTIVITIES (will include but not be limited to):

2.1 The main functions of the post relate to any UK Single Operational Grade activities plus all or any combination of the following activities:

Driving (both Vans and Motorcycles), collection, sorting, bagging, debugging, opening, sampling, stamping, signature collecting as proof of receipt, collection of monies, hand delivery to recipient, facing, delivery, dispatching, cancelling, franking, weighing, counting, storing, safekeeping, record keeping, PO Box filling, handling, paperwork, counter, telephone answering and query answering, transporting, frontier mail exchange, airport delivery and collection, payment collection, mail bag handling and exporting, registered mail documentation and slip preparation, notice preparation and delivery, computer operation, bar-coding, scanning, tracking, electronic communication, training (as trainee or trainer), packing, warehousing, addressing, interdepartmental cooperation, equipment operation, equipment maintenance, vehicle safety checks (including, tyres, oil and water levels, lights), vehicle upkeep (including washing, cleaning inside).

2.2 Any other related mail processing tasks together with any new tasks resulting as a consequence of new technologies being introduced into the Post Office for all or any part of the day as directed by management.

2.3 All Supply Postal Workers (Single Operational Grade (Basic)) on delivery duties are required to carry out the delivery in an expedient manner and return to working duties after they have completed their delivery.

2.4 All or any of the above activities may be required to be carried out in different locations.

3. Main Responsibilities:

3.1 Handle, process and sort all mail items to agreed quality standards.

3.2 Deliver mail items accurately within agreed Walk / Schedule timings.

3.3 Co-operate at all times with team members and management.

3.4 Present a professional approach to all business Customers.

3.5 Undertake all duties and tasks in compliance with all Gibraltar Government Directives, Health and Safety legislation and Post Office Policies and Procedures.

3.6 Comply with Post Office uniform requirements. Any uniform provided must be looked after and be clean and ironed when reporting to work.

3.7 Sustain good attendance and be punctual when commencing work.