

Job Description

Job Title:	On-Campus Courier
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	August 2019

Primary Purpose

The On-Campus Courier delivers all perishable items, creative services rush deliveries and small freight throughout campus. The incumbent must load, operate their vehicle and deliver product in a safe and timely manner.

Key Accountabilities

Courier Services

- Delivers all perishable products on campus, in accordance with special handling and procedures required for each item.
- Delivers and picks up product and proofs from creative services throughout campus, including rush deliveries.
- Picks up cheques across campus.
- Responsible for all off route outbound shipping pickups from multiple campus locations.
- Delivers some freight and library books as needed.
- Maintains knowledge of the various labs on campus and when they are staffed

Vehicle Operation and Maintenance

- Operates a Central Stores vehicle to deliver goods for all areas of the departments.
- Inspects vehicle regularly including tires, lights, brakes, and gas, and reports any problems to the Supervisor.
- Responsible for refueling the vehicle at Plant Operations.
- Maintains interior and exterior of vehicle in clean and orderly fashion.
- Utilizes hand truck or pallet jack for loading and unloading goods and supplies.
- Ensures all deliveries are tracked and scanned at their final destination.

Material Handling

- Delivers and picks up parcels, confidential shredding and e-waste across campus.
- Establishes a chain of custody from the customer to end destination of confidential and high value items.

Customer Service

- Commits to professional and exceptional customer service
- Ensures all customer inquiries are handled in a professional and timely manner and when customers are redirected to another staff, ensure customer is not left without service

Other Duties

- Provides coverage or additional support in other areas as required, in accordance with the Department's business needs.
- Performs other duties and assists with special projects, as assigned.

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**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education <ul style="list-style-type: none">• Some post-secondary education or equivalent education and experience• Valid G License and a clean driver's abstract
Experience <ul style="list-style-type: none">• 1-3 years in a material handling environment, including demonstrated experience handling items that require special handling instructions.• Lift truck experience
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Ability to handle multiple demands and deadlines• Ability to work within a team and with minimal supervision• Ability to use hand held electronics including cell phones and palm scanners• Strong customer service, interpersonal and relationship-building skills• Excellent organizational skills and flexibility, with the ability to prioritize• Experience using MS Word, Excel preferred• Excellent written and verbal communication skills• Demonstrated ability to lift up to 75 pounds• Demonstrated ability to perform repetitive lifting

Nature and Scope

- **Contacts:** Maintain excellent relationships with customers (staff, faculty and students). Maintain professional relationships with departmental staff and work cohesively with the team. Ability to enhance customer satisfaction through diplomatic handling of customer issues and changes in priority. Must work cohesively within a team environment.
- **Level of Responsibility:** Primarily works independently with little direction supervision. Ensures perishable products reach end destination safely and in a timely manner. Accountable for safe handling of perishable and confidential items.
- **Decision-Making Authority:** This position is expected to work independently, and has decision making authority for the items outlined above, including prioritizing item delivery. In complex or unusual situations, issues may need to be escalated to the Manager, Central Stores.
- **Physical and Sensory Demands:** Will be required to lift up to 75 pounds. Repetitive lifting required. Able to handle multiple changes to their daily routine. Must be able to manage multiple priorities.
- **Working Environment:** Exposure to seasonal weather and have the ability to walk considerable distances (over 10 KM daily) when required. Exposure to stress and pressure resulting from rush deliveries.