

## Job Description

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<b>Job Title:</b>	Mail and Freight Supervisor
<b>Department:</b>	Central Stores
<b>Reports To:</b>	Manager, Central Stores
<b>Jobs Reporting:</b>	Freight and Mail Delivery Associates
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	July 2022

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### **Primary Purpose**

The Mail and Freight Supervisor oversees the internal mail delivery systems, product delivery processes and specific courier delivery routes and the Bulk Mailing Specialist. The Supervisor provides direction to ten full time staff and two to four seasonal student staff.

### **Key Accountabilities**

#### **Oversee Mailroom Service Provided by Central Stores**

- Maintains accurate route sheets. Assists in sorting and lookups mail delivery.
- Must be proficient on all routes to train staff and fill in on holidays and due to sickness.
- Locates lost or missing packages and mail
- Maintains route times and punctuality within the mailroom. Ensures all mailroom policies and procedures are followed.

#### **Staff Organization and Leadership**

- Coaches, evaluates, and supervises staff while maintaining effective employee relations and a safe work environment.
- Handles disciplinary action with the guidance of the Central Stores Manager and Human Resources.
- Manages the mailroom recruitment process for permanent, summer and contract positions.
- Conducts staff performance reviews.
- Complies, analyzes, and maintains statistical data/reports of the mailroom operations, including but not limited to: timekeeping, attendance and absence management, safety and regulatory training and compliance, staff performance and professional development.
- Ensures appropriate scheduling to meet the service and delivery needs of campus.

#### **Secondary Roles**

- Sort and process outgoing first-class mail and IUTS during high volume times. Familiar with all of Canada Post guidelines and systems.
- Assists the Bookings Coordinator in high volume times, and covers illness or vacation
- Assists the Bulk Mailing Coordinator in high volume times.
- Perform other duties and assists with special projects, as assigned.

#### **Lift Truck Instructor**

- Trains central stores and university staff in the theory and practical aspects of lift truck operation.
- Must be a safe and effective operator

## Job Description

### **Customer Service**

- Commits to professional and exceptional customer services
- Ensure 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

\*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**

- Post-secondary preferred, Grade 12 or equivalent experience
- Valid G license and a clean driver's abstract

#### **Experience**

- Minimum 5 years of experience in material handling facility
- 1-3 years of experience supervising and providing leadership/coaching/mentoring to staff

#### **Knowledge/Skills/Abilities**

- Competent lift truck skills
- Proficiency in MS Word and Excel
- Excellent knowledge of effective delivery systems
- Demonstrated record of accomplishment of effective leadership and collaboration with various constituents at all levels and ranges of expertise
- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement
- Familiarity with relevant University of Waterloo policies, procedures, and guidelines including Health and Safety, Staff Employment, Conflict Management and Human Rights, and AODA requirements is preferred
- Excellent communication and interpersonal skills, with deep commitment to customer service

### **Nature and Scope**

- **Contacts:** High level of customer service with internal and external clients. High level of interaction with Canada Post, equipment vendors and service technicians. the incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure positive positioning for the department
- **Level of Responsibility:** Oversees the efforts of the freight and mail delivery associates to ensure the freight and mail specialists are working within customer and business unit timelines.
- **Decision-Making Authority:** Handles route changes. Incumbent must prioritize workloads to meet customer and department timelines, responsible for minor disciplinary issues.
- **Physical and Sensory Demands:** Position requires the ability to lift 75 pounds. There is daily repetitive lifting. Must handle changes to daily routine with no effect on job performance. Must have a high attention to detail in a distracting environment.
- **Working Environment:** Primarily warehouse based. This position will be exposed to the elements in reserve roles or lift truck operation. Must be able to meet deadlines and work extended hours when necessary.