

Job Description

Job Title:	Freight and Mail Delivery Associate
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	August 2019

Primary Purpose

Provide efficient delivery and pickup of mail, courier packages, small freight, small e-waste and confidential shredding throughout campus.

Key Accountabilities

Mail Distribution

- Sorts and delivers inbound freight and mail across campus.
- Plans mail routes and prioritizes mail items.
- Maintains access to all rooms on campus, and is accountable for all keys in their possession.

Material Handling

- Delivers and picks up parcels, dangerous goods, confidential shredding and e-waste across campus.
- Establishes a chain of custody from the customer to end destination of confidential and high value items.
- Utilizes hand truck or pallet jack for loading and unloading goods and supplies.

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.
- Operates vehicle safely in a pedestrian dominated environment.

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

- Trains and mentors summer students and new staff members.
- 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.

**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

<p>Education</p> <ul style="list-style-type: none">• High School diploma or equivalent education and experience• Valid G license and clean driver's abstract
<p>Experience</p> <ul style="list-style-type: none">• 1-3 years in the material handling environment, including demonstrated experience operating larger motor vehicles (cargo van, cube vans) and making deliveries.• Lift truck experience
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Ability to learn and master several mail routes• Knowledge of campus departments, personnel and keys preferred• Ability to work with a team and with minimal supervision• Ability to use hand held electronics like cell phones and palm scanners.• Strong customer service, interpersonal and relationship-building skills• Excellent organizational skills 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 movements

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. Frequent interaction with Canada Post.
- **Level of Responsibility:** Primarily works independently with little direct supervision. Accountable for the safekeeping and use of a set of keys that allow campus-wide access. Misplacement of a key would result in campus-wide lock replacement. Accountable for safe handling of items in their possession, which will vary and at times include items of high monetary value and/or significance.
- **Decision-Making Authority:** This position has decision making authority for the items outlined above. In complex or unusual situations, issues may need to be escalated to the Mail Room Lead Hand.
- **Physical and Sensory Demands:** Must be able to perform repetitive movements. Will be required to lift up to 75 pounds.
- **Working Environment:** Exposure to seasonal weather and have the ability to walk considerable distances (over 10 KM daily) when required.