

## Job Description

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<b>Job Title:</b>	Courier
<b>Department:</b>	Print + Retail Solutions
<b>Reports To:</b>	Manager, Shipping and Receiving
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	August 1, 2017

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### **Primary Purpose**

The Courier is accountable to the Manager, Shipping and Receiving to load and operate a vehicle, and provide delivery of goods for all areas of P+RS. The incumbent assists with shipping and receiving duties as required. The courier is a major point of contact for P+RS customers and is expected to provide exceptional customer service.

### **Key Accountabilities**

#### **Collaboration**

- Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally

#### **Customer Service**

- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service

#### **Delivery of Goods and Vehicle Maintenance**

- Operates the P+RS 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 Manager, Shipping and Receiving
- 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, and use proper lifting techniques at all times

#### **Effective Operational Performance**

- Records and submits quarterly meter reads for the specified fleet and public copiers to the Financial Officer
- Performs routine checks to ensure public fleet copiers are in good working order, notes problems, and reports to the fleet copier staff
- Provides assistance with shipping and receiving duties as required by the Manager, Shipping and Receiving

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### **Team Support**

- Coverage is given by the incumbent as needed in other P+RS operational units, including but not limited to Media.Doc centres, retail stores, courier van, and New Media Services dispatch

### **Required Qualifications**

#### **Education**

- High School diploma or equivalent experience

#### **Experience**

- Experience with commercial courier services in the retail, print, or educational industry an asset
- Valid Ontario G Driver's Licence required

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

- Clean driving record
- Critical thinking
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building

### **Nature and Scope**

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure positive positioning for P+RS. In addition, the incumbent will maintain professional relationships with Central Stores on campus and with external equipment and supply vendors to facilitate timely service and maintain supply levels.
- **Level of Responsibility:** Primarily works independently with little direct supervision. The incumbent is responsible for high levels of accuracy and providing exceptional customer service, working within customer and business unit timelines.
- **Decision-Making Authority:** This position is expected to work independently, and has decision-making authority for the items outlined above. In complex or unusual situations, issues may need to be escalated to the Manager, Shipping and Receiving.
- **Physical and Sensory Demands:** Physical effort required to lift 50 pounds of paper (boxes). Attention to details, accuracy, and verbal communication with customers, co-workers, and management. Multi-task environment requires excellent organizational skills for timely sequential jobs as received from customers or prioritizing jobs as needed for efficient job completion.
- **Working Environment:** Work area is in the production environment of P+RS. The work requires ability to move about frequently and requires attention to the surroundings.