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## Courier

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### **DEFINITION**

This work involves a full range of activities associated with the pick-up, handling, and delivery of a variety of mail (interdepartmental City mail and mail sent and received through the Post Office), parcels, computer-generated reports and related materials. Materials are generally processed through a central handling facility prior to distribution and delivery. Couriers process all material with a view to efficiency, reliability, safety and expediency of service.

Employees in this class are involved in the pick-up and delivery of materials on a scheduled basis or to meet the bulk handling/ad hoc special needs of clients. Working activities can vary in accordance with schedules, current service demands, and special requirements. Incumbents perform courier and associated material handling duties individually or as a member of a production team.

Employees receive close supervision during initial training or implementation of new procedures (or equipment), but subsequently perform working functions with considerable independence.

### **TYPICAL DUTIES\***

Drives a City vehicle to collect and transport mail, parcels, reports and similar materials from a variety of pick-up and delivery points throughout the city as well as the City's central mail handling facility.

Picks up bulk mail and delivery materials (print ship orders, bulk computer runs, etc.) and transports same to distribution and delivery sites as required.

Follows established pick-up and delivery schedules and routes to maintain service and customer expectations.

Processes incoming and outgoing mail with a central facility, weighing, metering, recording, sorting pieces and operating a variety of mail handling equipment such as sorters, metering and inserting machines, bulk handling equipment, etc. Works as a member of a team to ensure production and handling schedules are met.

Prepares registered and certified mail for the City, and maintains associated records such as postage charges.

Responds to incoming inquiries concerning service and delivery and performs special or unusual handling and delivery procedures as required.

Assists with the cleaning and maintenance of the worksite and associated mail/package handling equipment as required.

Performs related duties as required.

**KNOWLEDGE, ABILITIES AND SKILLS**

Considerable knowledge of facilities, buildings, outlets, etc. as it pertains to the regular and special pick-up and delivery of mail and associated materials as well as the routes, schedules and special requirements of special facilities.

Knowledge of postal regulations rates and related capabilities of the mail delivery service.

Ability to lift and transport heavy and bulky mail, packages, etc. in a safe and efficient manner.

Ability to read, identify, handle, sort, record and bundle mail with speed and accuracy.

Ability to deal with customers and users of the service and to perform effectively within a team service environment.

Ability to understand special and special instructions and to complete tasks according to service delivery and production expectations.

Skilled in the safe and efficient operation of bulk mail handling equipment, machines, postage meters, etc.

Skilled in the safe operation of motor vehicles and associated transport used during the collection and delivery processes.

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

Completion of the twelfth (12th) school grade supplemented by one (1) year's experience in the courier services and/or mail handling industry. Possession of a valid Class 5 driver's licence and ability to obtain a City Drivers Permit upon appointment.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*