



POSITION DESCRIPTION

Position Title **Postal Officer**

Position Summary:

Postal Officers are responsible for processing Cook Island’s mail, according to agreed processing requirements so as to ensure Postal customers benefit from an efficient and effective mail processing service. Working as part of a small team, the role is part of our mail processing chain from preparing, sorting and dispatch of both inwards and outgoing mail.

Department Summary:

Provide trusted, reliable, high quality, efficient services to help people and the communities throughout the Cook Islands. To operate commercially and achieve increase in revenues by ensuring compliance with International Postal rules, regulations and practices at all times.

Role Status:

Full time

Location:

Rarotonga, Cook Islands

Position reports to (role):

Postal Operations Supervisor

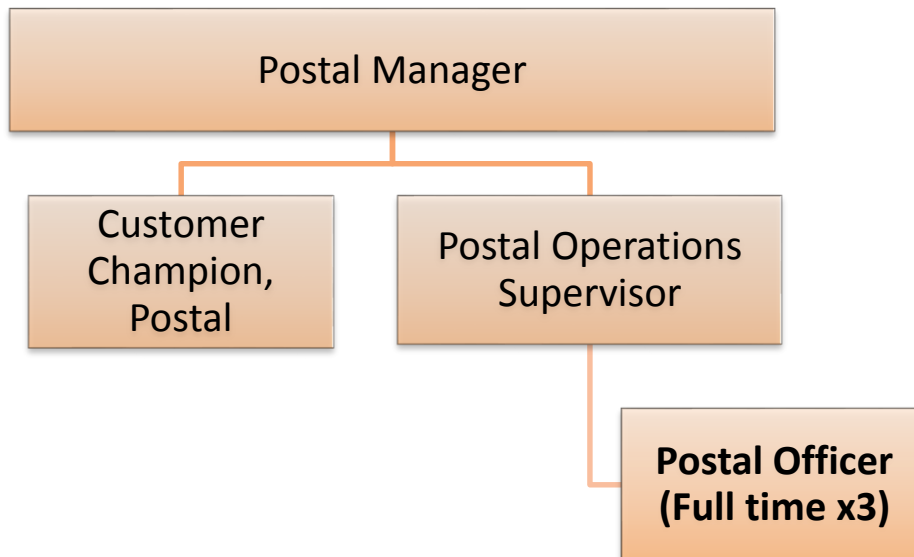
Management Unit:

Postal

Date:

April 2016

Department Organisational Structure





Key Accountabilities and Results Areas

<p>Mail is processed according to set procedures and service standards</p> <ul style="list-style-type: none"> • All inward and outward mail is uplifted or delivered at the airport and ports office. • All inward mailbags and bar-coded items checked according to documentation. • Ensure prompt process of VN's for mailbag/mail irregularities. • All inward mailbags and bar-coded items are processed by the end of the working day to IPS Light system. • Mail is collected from, and delivered to all mail depots as per delivery schedule. • All mail is sorted and cleared as per mail schedules. • Express items are delivered upon receipt. • Private Bag mail is delivered. • Outward dispatches are closed. • Outward registered/insured mail is closed. • Customs held parcels are issued to the addressee. • Cook Islands Post receives the correct revenue for all mail processed (no free or undercharged mail passed in the system).
<p>Our customers receive excellent service</p> <ul style="list-style-type: none"> • Responds to customer queries and requests in a timely manner. • Is friendly, courteous and helpful when dealing with all customers (both internal and external). • If necessary either refers the customer to another Post person to solve their problems. • Keeps up to date with the range of Bluesky's products and services and looks for opportunities to promote these to customers. • Follows up on customer issues and complaints, using judgement to resolve customer concerns on the spot. • Is always well groomed and wears the Bluesky uniform with pride.
<p>Contributes to projects done by the Postal Team to improve how work is done</p> <ul style="list-style-type: none"> • Develops co-operative working relationships with other members of the team. • Helps new team members and provides guidance to Postal Officers. • Helps others out. • Willingly does other tasks that will help the mail centre area run well. • Contributes to process improvements within the work area. • Works with the team to keep all Postal areas clean and maintained.

Key Stakeholder Relationships

<p>Internal Stakeholders:</p>	<ul style="list-style-type: none"> • Postal Manager • Postal Operations Supervisor • Postal Staff • Human Resources Manager & team
<p>External Stakeholders:</p>	<ul style="list-style-type: none"> • Postal Services Customers • Couriers • Transit operators eg Air NZ, Raro Freight, Airport Authority • Mail depot operators • Customs, Quarantine, Police

Key Requirements and Competencies

<p>Qualifications/ Experience:</p>	<ul style="list-style-type: none"> • Essential: NCEA 1 Level pass. • Desirable: NCEA 3 Level pass. • Computer literate – in particular experience using Microsoft Office. An ability to work as part of a team, contributing to the achievement of shared goals.
<p>Knowledge/ Skills:</p>	<ul style="list-style-type: none"> • An ability to understand and follow procedures • Excellent written and verbal communication skills • An ability to communicate clearly and concisely with colleagues and customers • A good knowledge of main business locations in the Cook Islands • A good knowledge of overseas country locations • A good level of physical fitness
<p>Organisational Competencies:</p>	<ul style="list-style-type: none"> • Customer Service – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner. • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.



	<ul style="list-style-type: none"> • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues. • Self Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.
	<ul style="list-style-type: none"> • Continuous Improvement - Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.

Compliance

Business Compliance:	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> • demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role • ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.
Health and Safety:	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Values, Purpose & Our Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> • Customer first • Team work • Integrity • Passion • Positive attitude and smile! 	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>