

CANADA POST JOB DESCRIPTION

JOB NUMBER: 89121325
JOB TITLE: OFFICER, NATIONAL COLLECTION AND DELIVERY SUPPORT
REPORTS TO: MANAGER
CLASSIFICATION: OP 01

JOB DESCRIPTION

Under the direction of the Manager National Collection & Delivery Support, the Officer, National Collection & Delivery Support provides day to day support to the Operations community in the capacity of Collection and Delivery Operations Subject Matter Expert (SME) and supports the day-to-day activities of the depots within their assigned area.

JOB RESPONSIBILITIES

Below are the main job requirements and responsibilities for the Officer, National Collection and Delivery Support.

1. Supports Collection and Delivery Operations and acts as a Subject Matter Experts for Front line supervisors, superintendents and LPOs in term of projects, processes, programs and/or new initiative implementation as well as restructure implementation support as required by providing coaching and ensuring that proper Collection and Delivery processes, programs and policies are followed.
2. Provides recommendations to Head Office or/and team leader for changes to the Collection and Delivery Operations programs, processes and policies (taking into consideration service requirements, cost effectiveness, anticipated customer reaction, political impact and risks).
3. Support and monitors accuracy of addressing maintenance activities and quality of data entry in the RSMC/LC point of call database.
4. Participates in communicating new initiatives, policies and /or programs to the Collection and Delivery Operations community and in union/management consultations, reviews and analyzes reports, rationales, and detailed explanations, translating very technical information for a non-technical audience. Occasionally appears before arbitration boards to help explain new Collection and Delivery Operations programs, initiatives and processes.

5. Conducts route assessments on an as required basis to verify route specifications, make recommendations on addressing/delivery problems and provides on-site guidance to front line Supervisors, Superintendents and Local Postal Officials (LPOs). Recommends the inspection and maintenance of group boxes, community mailboxes, kiosks and lock boxes centers.
6. Initiates and follows up on new Collection and Delivery programs, initiatives and the National Depot Management Programs. Reviews and analyzes the new programs, processes and initiatives results and changes. Produces and forwards Audit requirements to Operations.
7. Provides support to Collection & Delivery Operations on processes related to street furniture and commercial pick-up requests, and provides assistance as required ensuring resultant route adjustments are completed.
8. Responds to requests for data accuracy reviews and input from Adhoc Payment Vouchers (for additional duties and replacement workers) for RSMC's and provides support to ensure input into appropriate payment system.
9. Responds to questions from both the Collection & Delivery Operations community and our customers regarding all aspects of Collection and Delivery Operations, including: contents of the Collective Agreement, CMS procedures related to Collection and Delivery, Rural and Urban Delivery policies, training documents, National Depot Management programs and route management and addressing maintenance systems.
10. Provides coaching updates on key changes from National Collection & Delivery Support to the Operations community and LPOs as required.
11. Provides input on responses to Customer, Ministerial, Ombudsman, and Presidential inquiries on routes within their jurisdiction as assigned.
12. Performs other related duties.

QUALIFICATIONS

Education

- High School diploma or provincial equivalent (GED) (Equivalent experience, may be accepted in lieu of a High School diploma).

Experience

- Minimum 2 years' of recent experience (within the last 5 years) as a supervisor in Collection and Delivery

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- Working knowledge of Microsoft Office (i.e., understand the major features of each software application)
- Broad knowledge of specialized software and processes used in route planning and restructures including AIM, SCALA, KMA, NDM, RS, CMS; navigate and analyze data to resolve problems.

Other Candidate Requirements

- Possess a valid permanent driver's license (no graduated or temporary license)
- Have a satisfactory safe driving record per CPC's Driver Safety Program, which includes:
 - a) Have not received more than 2 moving violations in last 3 year
 - b) Have not had more than three demerit points assigned in one single violation
 - c) Have not had license suspension or prohibition of any kind in last 3 years
- Frequent/extensive travel away from the home office or home region, which may include the need for overnight stays at hotels
- Extended travel to remote areas may also be required

Assets

- Experience leading small projects, including information gathering, and coaching, execution skills
- Understanding of, and experience using National Depot Management (NDM) is an asset
- Good organization, stakeholder management and effective communication skills
- Experience and aptitude to coach, mentor and provide support