

104 Handle mail

Summary

Receive, sort, distribute and dispatch mail.

You will apply the following skills:

- Reading
- Checking
- Sorting
- Recording
- Decision-making
- Problem solving
- Prioritising

Performance Indicators

You will:

Incoming mail

1. Receive, check and register incoming mail
2. Sort incoming mail
3. Record and/or report suspicious or damaged items
4. Distribute incoming mail

Outgoing mail

5. Collect and sort outgoing mail
6. Identify best options for despatching mail
7. Prepare items for urgent or special delivery
8. Frank or stamp outgoing mail
9. Despatch outgoing mail on time

Knowledge

You will know:

1. Why the efficient distribution of mail is important
2. Your organisational structure and the titles, names, roles and locations of individuals and teams
3. The range of internal and external mail services available and how to choose the most appropriate service
4. Why security procedures are important when handling mail