

S107: Assist in handling mail

Overview: Assist with checking, sorting, distributing and despatching incoming or outgoing mail or packages.

Links: Communications; Customer Service

Specific skills: • Checking • Decision-making • Prioritising • Problem-solving

Performance Indicators

Incoming Mail

1. Check incoming mail or packages
2. Sort incoming mail or packages and dispose of unwanted 'junk' mail
3. Identify and/or report suspicious or damaged items
4. Distribute incoming mail or packages
5. Refer any problems to the appropriate colleague

Outgoing Mail

6. Collect and sort outgoing mail or packages
7. Dispatch outgoing mail or packages on time
8. Refer any problems to the appropriate colleague

Knowledge & Understanding

- A. The purpose of distributing and dispatching mail to the correct recipient and within agreed timescales
- B. The names, roles and locations of individuals and teams to whom mail is distributed
- C. The organisational procedures for dealing with different types of mail or packages
- D. The types of problems that may occur with incoming and outgoing mail or packages
- E. When to refer problems and to whom problems should be referred