

S209: Handle mail

Overview: Organise the distribution and collection of incoming and outgoing mail or packages and provide specialised mail services.

Links: Communications; Customer Service

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

Performance Indicators

Incoming Mail

1. Receive and check incoming mail or packages
2. Sort incoming mail or packages
3. Dispose of unwanted 'junk' mail
4. Follow correct procedures for suspicious or damaged items
5. Distribute incoming mail or packages
6. Follow the correct procedures when there are problems with incoming mail

Outgoing Mail

7. Collect and sort outgoing mail or packages
8. Identify best options for dispatching mail
9. Arrange for courier service to collect outgoing mail or packages where requested
10. Prepare items for urgent or special delivery
11. Calculate correct postage charges for outgoing mail or packages
12. Record postage costs in line with agreed procedures
13. Dispatch outgoing mail or packages on time
14. Follow the correct procedures when there are problems with outgoing mail

Knowledge & Understanding

- A. The purpose of distributing and dispatching mail to the correct recipient within agreed timescales
- B. The organisational structure and names, roles and locations of individuals and teams
- C. The organisational procedures for dealing with different types of mail
- D. The range of internal and external mail services available and how to choose the most appropriate service
- E. Organisational security procedures for handling mail or packages
- F. Approved courier services and how to make use of these
- G. Methods of calculating postage charges for mail or packages, e.g. franking, stamping, using on-line postage system
- H. The types of problems that may occur with incoming and outgoing mail and how to deal with these