

Job Title: Supervisor, Letter Carrier, Relief

Job Requisition Id: 33401
Business Function: Delivery Operations
Primary City: Calgary
Other Location(s):
Province: Alberta
Employment Type: Temporary - New
Employment Status: Temporary
Language Requirement: English Essential
Employee Class and Level:
Working Hours: 40/week
Number of Vacancies: 7
Salary: \$61,902.00
Job Closing Date (dd/mm/yyyy): 03/03/2020

Job Description

The Supervisor, Letter Carrier, Relief supervises the activities of a team of letter carriers, mail service couriers and RSMC's assigned to a Postal station to ensure that proper procedures are followed in the handling and delivery of mail relay bundles and the administration of funds collected.

Job Responsibilities

Below are the main job requirements and responsibilities for the Supervisor, Letter Carrier, Relief.

- Plans, directs and inspects the daily operation of a work unit to ensure efficient sortation, routing and delivery of mail in accordance with corporate regulations, procedures, instructions, and service commitments. Schedules staff, determines the need for extra relief staff and authorizes overtime when required. Regularly checks on the performance and appearance of delivery employees while on their routes.
- Measures distances for delivery to new or existing points of call to ensure delivery service requirements will be met. Proposes solutions or changes to delivery routes, if required, and consults with Route Measurement Officers the changes.
- Assesses and recommends changes to the provision of relay bundles and drops to ensure the routes are properly serviced and that conveyance costs are minimized.
- Supervises, coaches and provides guidance and leadership to employees. Trains new employees in their various duties and instructs them in new methods and procedures. Resolves staff issues and consults with Labour Relations and/or union representatives on the application of the terms of the collective agreement. Discusses various problems and changes in areas such as, safety, overtime, and route evaluations with shop stewards and attempts to resolve complaints before the grievance stage is reached.
- Promotes and implements work place safety and health programs and processes for assigned team. Takes corrective action to rectify unsafe operating conditions.
- Enters employee, volume and addressing data into corporate systems, prepares reports in order to monitor performance, identify improvements, control operational costs and meet targets.

- Liaises with other supervisors and enablers to ensure effective coordination of operations or to solve operational problems.
- Reports repairs related to the building, operational equipment and assets to the Manager. Monitors and follows-up with appropriate third party and takes corrective action as required.
- Maintains good public relations with mail delivery customers. Projects professional service standards and ensures customer experience is a priority. Investigates delivery impediments when the customer fails to maintain the required safety conditions (e.g. broken mail box, loose dog, construction). Communicates issue with the customer to resolve or make other arrangements until the unsafe condition can be rectified. If unable to resolve, takes action to initiate suspension of delivery.
- Performs other related duties.

Qualifications

Education

- High School diploma or provincial equivalent (GED) (Equivalent Experience, as defined below, may be accepted in lieu of a High School Diploma).

Experience

- Minimum 1 year experience managing a team.
OR
- Minimum 2 years' experience working within a unionized environment.
- Working knowledge of Microsoft Office.

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

Assets:

- Post-secondary degree/diploma.
- Experience with distribution processes.
- Experience working in a customer service role (e.g., dealing with customers).

Other Information

Safety Sensitive Positions

This position may be considered a Safety Sensitive position.

Employment Equity

Canada Post is committed to employment equity and encourages applications from women, Aboriginal people, persons with disabilities and visible minorities.

Conflict of Interest

The Conflict of Interest Policy prohibits employees from hiring, supervising or reporting to, directly or indirectly via the reporting hierarchy, their immediate family or close personal relations. Should you feel that you may be in an actual or potential Conflict of Interest in regard to this job opportunity, you must communicate with the designated Human Resources representative.

Accommodation

If you are contacted by Canada Post regarding a job opportunity or testing, please advise if you require accommodation.

Important Message

Your application must clearly demonstrate how you meet the requirements as Canada Post cannot make assumptions about your education and experience. We thank all those who apply. Only those selected for further consideration will be contacted.

Leadership Behaviours

Decision Making – A champion of the organization who takes calculated risks and makes prudent, common sense decisions about current issues, future opportunities and resource requirements in a timely, well thought out manner, that aligns with the corporation's best interests.

Accountability – An individual who strives for performance excellence and who holds him/herself and direct reports accountable for decisions and actions and for learning from mistakes when intended results are not achieved.

Business Orientation – A proactive individual who understands the competitive nature of the business, and is committed to sustaining the business through excellent customer service and new business opportunities.

Execution – A focused and self-motivated individual who acts with a sense of urgency and delivers on time and within budget, by dealing effectively with challenges and ambiguous situations.

Leading People – A compelling communicator and leader who engages, motivates and inspires others to achieve results and who encourages personal growth and finding better ways of doing things.

Our Values

Canada Post's corporate values reflect the principles, beliefs and aspirations that guide our behaviour and shape our culture.

Transformation – We will innovate and transform to win in the marketplace.

Customer – We serve Canadians with pride and passion.

Integrity – We act responsibly and with integrity.

Respect – We treat each other with fairness and respect.

Safety – We are committed to a safe and healthy environment for all our stakeholders